Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Nursing Home Name	City	Survey Date
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	12/29/2011
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	12/28/2011
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	12/28/2011
MANORCARE NURSING AND REHABILITATION CENTER	KINGSFORD	12/28/2011
MANORCARE NURSING AND REHABILITATION CENTER	KINGSFORD	12/28/2011
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	12/21/2011
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	12/21/2011
MEDILODGE OF HILLMAN	HILLMAN	12/21/2011
MEDILODGE OF HILLMAN	HILLMAN	12/21/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that follow each resident's written care	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF HILLMAN	HILLMAN	12/21/2011
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	12/20/2011
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	12/20/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	12/19/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	12/19/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	12/19/2011

plan.		
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	12/19/2011
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	12/15/2011
MERCY HOSPITAL- GRAYLING LTCU	GRAYLING	12/15/2011
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	12/14/2011
MANOR OF BATTLE CREEK SKILLED	BATTLE CREEK	12/14/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

or refuse to take part in an experiment.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Make sure that a resident does not become withdrawn, angry or depressed if these problems did not exist before.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

NURSING AND REHAB REGENCY HEIGHTS-DETROIT	DETROIT	12/13/2011
REGENCY HEIGHTS-DETROIT	DETROIT	12/13/2011
REGENCY HEIGHTS-DETROIT	DETROIT	12/13/2011
MAPLE VALLEY NURSING HOME	MAPLE CITY	12/13/2011
TENDERCARE HEALTH CENTER-BIRCHWOOD	TRAVERSE CITY	12/08/2011
LAKEVIEW LUTHERAN MANOR	CADILLAC	12/07/2011
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	12/06/2011
MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	12/06/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

medical records.		harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	12/06/2011
MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	12/06/2011
MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	12/06/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	12/01/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	12/01/2011
CASS COUNTY MEDICAL CARE FACIL	CASSOPOLIS	11/30/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

property.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAHSER HILLS CARE CENTRE	SOUTHFIELD	11/29/2011
MAGNUMCARE OF ALBION, LLC	ALBION	11/28/2011
MAGNUMCARE OF ALBION, LLC	ALBION	11/28/2011
MENOMINEE CARE CENTER	MENOMINEE	11/23/2011
MENOMINEE CARE CENTER	MENOMINEE	11/23/2011
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	11/23/2011
BORTZ HEALTH CARE OF WEST BRANCH	WEST BRANCH	11/22/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Train all employees on what to do in an emergency.	Widespread	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE VILLAGE OF EAST HARBOR	CHESTERFIELD TOWNSHI	11/21/2011
THE VILLAGE OF EAST HARBOR	CHESTERFIELD TOWNSHI	11/21/2011
THE VILLAGE OF EAST HARBOR	CHESTERFIELD TOWNSHI	11/21/2011
SCHOOLCRAFT MEDICAL CARE FACILITY	MANISTIQUE	11/17/2011
SCHOOLCRAFT MEDICAL CARE FACILITY	MANISTIQUE	11/17/2011
SCHOOLCRAFT MEDICAL CARE FACILITY	MANISTIQUE	11/17/2011
WHITEHILLS HEALTH CARE CENTER	EAST LANSING	11/17/2011
BAY BLUFFS-EMMET CO MED CARE FAC	HARBOR SPRINGS	11/16/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

METRON OF BIG RAPIDS	BIG RAPIDS	11/16/2011
SHELBY NURSING CENTER	SHELBY TOWNSHIP	11/16/2011
SHELBY NURSING CENTER	SHELBY TOWNSHIP	11/16/2011
SHELBY NURSING CENTER	SHELBY TOWNSHIP	11/16/2011
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	11/15/2011
ALLEGAN COUNTY MEDICAL CARE FA	ALLEGAN	11/15/2011
ALLEGAN COUNTY MEDICAL CARE FA	ALLEGAN	11/15/2011

theft of personal property.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ALLEGAN COUNTY MEDICAL CARE FA	ALLEGAN	11/15/2011
LUTHERAN HOME LIVONIA	LIVONIA	11/15/2011
BISHOP NOA HOME FOR SENIOR CITIZENS	ESCANABA	11/15/2011
BISHOP NOA HOME FOR SENIOR CITIZENS	ESCANABA	11/15/2011
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	11/14/2011
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	11/14/2011
HEARTLAND HEALTH CARE CENTER-	JACKSON	11/10/2011

being separated from others.		
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Provide activities to meet the	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

JACKSON		
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	11/10/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	11/10/2011
ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	11/09/2011
BORTZ HEALTH CARE OF YPSILANTI	YPSILANTI	11/09/2011
BORTZ HEALTH CARE OF YPSILANTI	YPSILANTI	11/09/2011
BORTZ HEALTH CARE OF YPSILANTI	YPSILANTI	11/09/2011
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	11/09/2011
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	11/09/2011
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	11/09/2011

needs of each resident.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Widespread	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	11/09/2011
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	11/09/2011
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	11/09/2011
FERGUSON CONVALESCENT HOME	LAPEER	11/09/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	11/08/2011
HELEN NEWBERRY JOY HOSP LTCU	NEWBERRY	11/08/2011
HELEN NEWBERRY JOY HOSP LTCU	NEWBERRY	11/08/2011

highest quality of life possible.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Get doctor orders for the resident's immediate care when admitted.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HURON CO MED CARE FACILITY	BAD AXE	11/07/2011
MEDILODGE OF RICHMOND	RICHMOND	11/07/2011
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	11/04/2011
REGENCY HEIGHTS-DETROIT	DETROIT	11/04/2011
TENDERCARE MARSHALL	MARSHALL	11/04/2011

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE MARSHALL	MARSHALL	11/04/2011
TENDERCARE MARSHALL	MARSHALL	11/04/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	11/03/2011
BORGESS GARDENS	KALAMAZOO	11/03/2011
AUSABLE VALLEY COMMUNITY	FAIRVIEW	11/02/2011

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AUSABLE VALLEY COMMUNITY	FAIRVIEW	11/02/2011
WOODHAVEN RETIREMENT COMMUNITY	LIVONIA	11/02/2011
JOSEPHSON NURSING HOME	IRONWOOD	11/02/2011
JOSEPHSON NURSING HOME	IRONWOOD	11/02/2011
JOSEPHSON NURSING HOME	IRONWOOD	11/02/2011
JOSEPHSON NURSING HOME	IRONWOOD	11/02/2011

abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	11/01/2011
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	11/01/2011
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	11/01/2011
GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	11/01/2011
BOULEVARD MANOR, LLC	DETROIT	11/01/2011
TENDERCARE WEST	LANSING	11/01/2011
HEARTLAND HEALTH CARE CENTER-CANTON	CANTON	11/01/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WHITEHILLS HEALTH CARE CENTER	EAST LANSING	10/31/2011
WHITEHILLS HEALTH CARE CENTER	EAST LANSING	10/31/2011
METRON OF BIG RAPIDS	BIG RAPIDS	10/31/2011
ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	10/31/2011
ALPHA MANOR NURSING HOME	DETROIT	10/31/2011
ORCHARD GROVE EXTENDED CARE CE	BENTON HARBOR	10/28/2011
GRANDVUE MEDICAL CARE FACILITY	EAST JORDAN	10/27/2011
GRANDVUE MEDICAL CARE FACILITY	EAST JORDAN	10/27/2011

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GRANDVUE MEDICAL CARE FACILITY	EAST JORDAN	10/27/2011
SAGINAW SENIOR CARE AND REHAB CENTER, L L C	SAGINAW	10/27/2011
SAGINAW SENIOR CARE AND REHAB CENTER, L L C	SAGINAW	10/27/2011
SAGINAW SENIOR CARE AND REHAB CENTER, L L C	SAGINAW	10/27/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	10/27/2011
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	10/27/2011
MEDILODGE OF MONROE, L L C	MONROE	10/27/2011

of residents and theft of residents' property.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CARETEL INNS OF BRIGHTON	BRIGHTON	10/27/2011
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	10/26/2011
HEARTLAND HEALTH CARE CENTER-IONIA	IONIA	10/26/2011
HEARTLAND HEALTH CARE CENTER-IONIA	IONIA	10/26/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	10/26/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	10/26/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	10/26/2011

accidents.		
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE TRAVERSE CITY	TRAVERSE CITY	10/26/2011
COUNTRYSIDE CARE CENTER	JACKSON	10/26/2011
HENRY FORD VILLAGE, INC	DEARBORN	10/26/2011
HENRY FORD VILLAGE, INC	DEARBORN	10/26/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	10/25/2011
BOULDER PARK TERRACE	CHARLEVOIX	10/25/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BOULDER PARK TERRACE	CHARLEVOIX	10/25/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	10/24/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	10/24/2011
BORTZ HEALTH CARE OF WARREN	WARREN	10/21/2011
BORTZ HEALTH CARE OF WARREN	WARREN	10/21/2011
BORTZ HEALTH CARE OF WARREN	WARREN	10/21/2011
BORTZ HEALTH CARE OF WARREN	WARREN	10/21/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that	Isolated	Immediate jeopardy to resident health or

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF WARREN	WARREN	10/21/2011
CRESTMONT NURSING CARE CENTER	FENTON	10/21/2011
THE CARRIAGE HOUSE OF BAY CITY	BAY CITY	10/21/2011
HOUGHTON CO MED CARE FACILITY	HANCOCK	10/20/2011
HOUGHTON CO MED CARE FACILITY	HANCOCK	10/20/2011
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	10/20/2011
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	10/19/2011

meet a professional standard of quality.		safety
Make sure that each resident's nutritional needs were met.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Keep each resident free from physical restraints, unless	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MATHER NURSING CENTER	ISHPEMING	10/19/2011
MATHER NURSING CENTER	ISHPEMING	10/19/2011
JAMIESON NURSING HOME	HARRISVILLE	10/19/2011
SANCTUARY AT ST MARY'S	GRAND RAPIDS	10/18/2011
MAGNUMCARE OF ALBION, LLC	ALBION	10/18/2011
HELEN NEWBERRY JOY HOSP LTCU	NEWBERRY	10/18/2011
LAKE ORION NURSING CENTER	LAKE ORION	10/17/2011

needed for medical treatment.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE MANOR OF NOVI	NOVI	10/17/2011
BORGESS GARDENS	KALAMAZOO	10/14/2011
BORGESS GARDENS	KALAMAZOO	10/14/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	10/14/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	10/14/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	10/14/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	10/14/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	10/14/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have a private telephone available for use.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF PETOSKEY	PETOSKEY	10/13/2011
BORTZ HEALTH CARE OF PETOSKEY	PETOSKEY	10/13/2011
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	10/13/2011
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	10/13/2011
GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	10/12/2011
BEACONSHIRE NURSING CENTRE	DETROIT	10/10/2011
THE VILLAGE OF EAST HARBOR	CHESTERFIELD TOWNSHI	10/10/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	10/07/2011
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	10/07/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	10/07/2011
PINECREST MEDICAL CARE FACILITY	POWERS	10/06/2011
PINECREST MEDICAL CARE FACILITY	POWERS	10/06/2011
FARMINGTON HEALTH CARE CENTER	FARMINGTON	10/06/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	10/06/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LUTHERAN HOME	FRANKENMUTH	10/05/2011
TENDERCARE KALAMAZOO	KALAMAZOO	10/05/2011
REGENCY HEALTHCARE CENTRE	TAYLOR	10/05/2011
REGENCY HEALTHCARE CENTRE	TAYLOR	10/05/2011
LUTHERAN HOME - MONROE	MONROE	10/04/2011
THE LODGE AT MAPLECREEK	GRAND RAPIDS	10/04/2011
THE LODGE AT MAPLECREEK	GRAND RAPIDS	10/04/2011
THE SPRINGS AT THE FOUNTAINS	KALAMAZOO	10/04/2011

being separated from others.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

KITH HAVEN	FLINT	10/03/2011
KITH HAVEN	FLINT	10/03/2011
SHELBY NURSING CENTER	SHELBY TOWNSHIP	10/03/2011
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	09/30/2011
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	09/30/2011
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	09/29/2011
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	09/28/2011
OCEANA CO MD CARE FACILITY	HART	09/27/2011
HEARTLAND HEALTH CARE CENTER-IONIA	IONIA	09/27/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	09/27/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	09/27/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	09/27/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	09/27/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	09/27/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	09/27/2011
WESTWOOD NURSING CENTER	DETROIT	09/27/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKE ORION NURSING CENTER	LAKE ORION	09/27/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	09/26/2011
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	09/22/2011
PINECREST MEDICAL CARE FACILITY	POWERS	09/22/2011
LAURELS OF KENT (THE)	LOWELL	09/21/2011
LAURELS OF KENT (THE)	LOWELL	09/21/2011
TENDERCARE ALPENA	ALPENA	09/21/2011
TENDERCARE ALPENA	ALPENA	09/21/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
did not have a written emergency evacuation plan.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE ALPENA	ALPENA	09/21/2011
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	09/21/2011
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	09/21/2011
BORGESS GARDENS	KALAMAZOO	09/20/2011
MEDILODGE OF HILLMAN	HILLMAN	09/20/2011
MEDILODGE OF HILLMAN	HILLMAN	09/20/2011
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	09/20/2011
LAURELS OF CARSON CITY	CARSON CITY	09/20/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Train all employees on what to do in an emergency.	Widespread	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAURELS OF CARSON CITY	CARSON CITY	09/20/2011
LAURELS OF CARSON CITY	CARSON CITY	09/20/2011
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	09/19/2011
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	09/19/2011
REDFORD GERIATRIC VILLAGE	DETROIT	09/19/2011
LUTHER MANOR NURSING HOME	SAGINAW	09/15/2011
LUTHER MANOR NURSING HOME	SAGINAW	09/15/2011

or builds each resident's dignity and self respect.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ARBOR MANOR CARE CENTER	SPRING ARBOR	09/15/2011
WESTWOOD NURSING CENTER	DETROIT	09/15/2011
WESTWOOD NURSING CENTER	DETROIT	09/15/2011
MAGNUMCARE OF ADRIAN, LLC	ADRIAN	09/15/2011
MAGNUMCARE OF ADRIAN, LLC	ADRIAN	09/15/2011
MAGNUMCARE OF ADRIAN, LLC	ADRIAN	09/15/2011

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	09/14/2011
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	09/14/2011
TENDERCARE GAYLORD	GAYLORD	09/14/2011
TENDERCARE GAYLORD	GAYLORD	09/14/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	09/14/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	09/14/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	09/14/2011

accidents.		
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	09/12/2011
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	09/12/2011
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	09/12/2011
LAURELS OF BEDFORD (THE)	BATTLE CREEK	09/12/2011
ST ANTHONY NURSING HEALTHCARE	WARREN	09/12/2011
MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	09/09/2011
BORTZ HEALTH CARE OF ROSE CITY	ROSE CITY	09/09/2011
MAGNUMCARE OF MONROE	MONROE	09/08/2011

accidents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF TRAVERSE CITY	TRAVERSE CITY	09/08/2011
HEARTLAND HEALTH CARE CENTER-GREENVIEW	GRAND RAPIDS	09/07/2011
AUTUMNWOOD OF LIVONIA	LIVONIA	09/07/2011
MEDILODGE OF ST CLAIR INC	SAINT CLAIR	09/06/2011
MEDILODGE OF ST CLAIR INC	SAINT CLAIR	09/06/2011
SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	GRAND RAPIDS	09/02/2011
LAHSER HILLS CARE CENTRE	SOUTHFIELD	09/02/2011
LAHSER HILLS CARE CENTRE	SOUTHFIELD	09/02/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAHSER HILLS CARE CENTRE	SOUTHFIELD	09/02/2011
MAGNUMCARE OF ALBION, LLC	ALBION	09/02/2011
MAGNUMCARE OF ALBION, LLC	ALBION	09/02/2011
MAGNUMCARE OF ALBION, LLC	ALBION	09/02/2011

and medical records private and confidential.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	09/02/2011
OVID HEALTHCARE CENTER	OVID	09/02/2011
OVID HEALTHCARE CENTER	OVID	09/02/2011
TENDERCARE SAULT STE MARIE	SAULT SAINTE MARIE	09/01/2011
TENDERCARE SAULT STE MARIE	SAULT SAINTE MARIE	09/01/2011
TENDERCARE SAULT STE MARIE	SAULT SAINTE MARIE	09/01/2011
TENDERCARE SAULT STE MARIE	SAULT SAINTE MARIE	09/01/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	08/31/2011

representative; or 3) check and update the care plan.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	08/31/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	08/31/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	08/31/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	08/31/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	08/31/2011
TENDERCARE OF LUDINGTON	LUDINGTON	08/31/2011
TENDERCARE OF LUDINGTON	LUDINGTON	08/31/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	08/31/2011
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	08/31/2011
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	08/31/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	08/30/2011
REGENCY HEIGHTS-DETROIT	DETROIT	08/30/2011
REGENCY HEIGHTS-DETROIT	DETROIT	08/30/2011

residents.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Immediate jeopardy to resident health or safety
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Keep each resident's personal and medical records private and confidential.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

QUALICARE NURSING HOME	DETROIT	08/30/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	08/29/2011
EVANGELICAL HOME - SALINE	SALINE	08/29/2011
EVANGELICAL HOME - SALINE	SALINE	08/29/2011
BRITTANY MANOR	MIDLAND	08/29/2011
TENDERCARE KALAMAZOO	KALAMAZOO	08/26/2011
MAPLE WOODS MANOR	CLIO	08/25/2011
REGENCY HEALTHCARE CENTRE	TAYLOR	08/24/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	08/24/2011
ST FRANCIS NURSING CENTER	DETROIT	08/23/2011
ST FRANCIS NURSING CENTER	DETROIT	08/23/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	08/22/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	08/22/2011

from serious medication errors.		harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND HOME - FULTON MANOR	GRAND RAPIDS	08/19/2011
OAKVIEW MEDICAL CARE FACILITY	LUDINGTON	08/18/2011
HOWELL CARE CENTER	HOWELL	08/17/2011
HOWELL CARE CENTER	HOWELL	08/17/2011
HOWELL CARE CENTER	HOWELL	08/17/2011
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	08/17/2011

ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CRANBROOK GERIATRIC VILLAGE	DETROIT	08/17/2011
CRANBROOK GERIATRIC VILLAGE	DETROIT	08/17/2011
CRANBROOK GERIATRIC VILLAGE	DETROIT	08/17/2011
TENDERCARE CASS CITY	CASS CITY	08/16/2011
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	08/15/2011
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	08/15/2011

accidents.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	08/15/2011
BLOOMFIELD ORCHARD VILLA	WEST BLOOMFIELD	08/15/2011
BLOOMFIELD ORCHARD VILLA	WEST BLOOMFIELD	08/15/2011
MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	WAYNE	08/15/2011
TENDERCARE WEST	LANSING	08/11/2011
DIMONDALE NURSING CARE CENTER	DIMONDALE	08/10/2011
MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	08/10/2011

care, and prostheses.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF WARREN	WARREN	08/10/2011
TENDERCARE OF LUDINGTON	LUDINGTON	08/10/2011
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	08/10/2011
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	08/10/2011
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	08/10/2011
HENRY FORD VILLAGE, INC	DEARBORN	08/10/2011
HENRY FORD VILLAGE, INC	DEARBORN	08/10/2011
MEDILODGE OF MONTROSE INC	MONTROSE	08/10/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAPITAL AREA HEALTH & REHAB CENTER	LANSING	08/10/2011
CAPITAL AREA HEALTH & REHAB CENTER	LANSING	08/10/2011
BORTZ HEALTH CARE OF PETOSKEY	PETOSKEY	08/09/2011
ELY MANOR	ALLEGAN	08/08/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	08/05/2011
NORTH OTTAWA CARE CENTER	SPRING LAKE	08/05/2011
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	08/05/2011

medical records.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	08/05/2011
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	08/05/2011
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	08/04/2011
SANCTUARY AT ALEXANDER	ROYAL OAK	08/04/2011
SANCTUARY AT ALEXANDER	ROYAL OAK	08/04/2011
MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	08/03/2011
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	08/02/2011

highest quality of life possible.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	08/02/2011
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	08/02/2011
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	08/02/2011
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	08/02/2011
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	08/02/2011
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	08/02/2011
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	07/29/2011
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	07/29/2011

plan.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	07/29/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	07/29/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	07/29/2011
HOUGHTON CO MED CARE FACILITY	HANCOCK	07/28/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	07/28/2011

accidents.		
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	07/28/2011
MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	07/27/2011
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	07/27/2011
RIVERGATE HEALTH CARE CENTER	RIVERVIEW	07/27/2011
RIVERGATE HEALTH CARE CENTER	RIVERVIEW	07/27/2011
RIVERGATE HEALTH CARE CENTER	RIVERVIEW	07/27/2011
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	07/26/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	07/26/2011
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	07/26/2011
JAMIESON NURSING HOME	HARRISVILLE	07/26/2011
CAPITAL AREA HEALTH & REHAB CENTER	LANSING	07/26/2011
SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	07/25/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	07/22/2011
LAKELAND CENTER (THE)	SOUTHFIELD	07/21/2011
HEALTHSOURCE SAGINAW, INC	SAGINAW	07/20/2011
LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	CLINTON TOWNSHIP	07/20/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	07/20/2011
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	07/20/2011
PORTAGEPOINTE	HANCOCK	07/20/2011
PORTAGEPOINTE	HANCOCK	07/20/2011
PORTAGEPOINTE	HANCOCK	07/20/2011
ST ANNS HOME	GRAND RAPIDS	07/20/2011
ST ANNS HOME	GRAND RAPIDS	07/20/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	07/19/2011
WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	07/19/2011
WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	07/19/2011
MANISTEE COUNTY MEDICAL CARE FACILITY	MANISTEE	07/15/2011
MICHIGAN MASONIC HOME	ALMA	07/15/2011
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	07/15/2011
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	07/15/2011
HARTFORD NURSING & REHABILITATION	DETROIT	07/15/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
Keep temperature levels	Pattern	Immediate jeopardy to resident health or

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CENTER		
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	07/15/2011
SOUTH LYON SENIOR CARE AND REHAB CENTER, L L C	SOUTH LYON	07/14/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	07/14/2011
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	07/14/2011
HEATHER HILLS CARE CENTER	GRAND RAPIDS	07/14/2011
TENDERCARE CLARE	CLARE	07/13/2011
REGENCY HEALTHCARE CENTRE	TAYLOR	07/13/2011
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	07/13/2011
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	07/13/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

comfortable and safe.		safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE LODGE AT MAPLECREEK	GRAND RAPIDS	07/13/2011
CARETEL INNS OF LINDEN	LINDEN	07/13/2011
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	07/12/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	07/12/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	07/12/2011
SANCTUARY AT THE PARK	MUSKEGON	07/12/2011
OVID HEALTHCARE CENTER	OVID	07/12/2011

quality.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF WARREN	WARREN	07/07/2011
BORTZ HEALTH CARE OF WARREN	WARREN	07/07/2011
BRONSON NURSING AND REHABILITATION CENTER	LAWTON	07/07/2011
EAST LANSING HEALTH CARE CENTE	EAST LANSING	07/07/2011
PLAINWELL PINES NURSING AND REHABILITATION COMMUNI	PLAINWELL	07/07/2011
PLAINWELL PINES NURSING AND REHABILITATION COMMUNI	PLAINWELL	07/07/2011
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	07/06/2011
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	07/06/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW GERIATRICS HOME	SAGINAW	07/06/2011
AUTUMNWOOD OF DECKERVILLE	DECKERVILLE	07/06/2011
GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	07/05/2011
GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	07/05/2011
GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	07/05/2011
PARK GERIATRIC VILLAGE	HIGHLAND PARK	07/05/2011
PARK GERIATRIC VILLAGE	HIGHLAND PARK	07/05/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

PARK GERIATRIC VILLAGE	HIGHLAND PARK	07/05/2011
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	07/01/2011
METRON OF GREENVILLE	GREENVILLE	07/01/2011
METRON OF GREENVILLE	GREENVILLE	07/01/2011
METRON OF GREENVILLE	GREENVILLE	07/01/2011
PINE RIVER HEALTHCARE CENTER	SAINT LOUIS	07/01/2011
HURON CO MED CARE FACILITY	BAD AXE	06/30/2011
HURON CO MED CARE FACILITY	BAD AXE	06/30/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BOULEVARD HEALTH CENTER	ROCHESTER HILLS	06/30/2011
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	06/30/2011
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	06/30/2011
THE SPRINGS AT THE FOUNTAINS	KALAMAZOO	06/30/2011
THE SPRINGS AT THE FOUNTAINS	KALAMAZOO	06/30/2011
TENDERCARE HEALTH & REHAB CENTER OF WYOMING	WYOMING	06/30/2011
TENDERCARE HEALTH & REHAB CENTER OF WYOMING	WYOMING	06/30/2011
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	06/29/2011

residents.		
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COUNTRYSIDE CARE CENTER	JACKSON	06/29/2011
HAMILTON NURSING HOME	DETROIT	06/28/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	06/28/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	06/28/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	06/27/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	06/27/2011
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/27/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/27/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	06/27/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	06/27/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	06/27/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	06/27/2011
MEDILODGE OF MILFORD	MILFORD	06/27/2011
MEDILODGE OF MILFORD	MILFORD	06/27/2011

accidents.		
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF MILFORD	MILFORD	06/27/2011
TENDERCARE OF WESTWOOD	KALAMAZOO	06/24/2011
TENDERCARE OF WESTWOOD	KALAMAZOO	06/24/2011
MAPLES BENZIE CO MEDICAL CARE	FRANKFORT	06/22/2011
MAPLES BENZIE CO MEDICAL CARE	FRANKFORT	06/22/2011
MAPLES BENZIE CO MEDICAL CARE	FRANKFORT	06/22/2011
LAKE WOODS NURSING & REHABILITATION CENTER	MUSKEGON	06/22/2011

accidents.		
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKE WOODS NURSING & REHABILITATION CENTER	MUSKEGON	06/22/2011
LAKE WOODS NURSING & REHABILITATION CENTER	MUSKEGON	06/22/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	06/22/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	06/22/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	06/22/2011
MEADOW WOODS NURSING AND REHAB CENTER	BLOOMINGDALE	06/22/2011
MEADOW WOODS NURSING AND REHAB CENTER	BLOOMINGDALE	06/22/2011
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	06/21/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OKEMOS HEALTH AND REHABILITATION CENTER	OKEMOS	06/21/2011
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	06/17/2011
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	06/17/2011
HEALTHSOURCE SAGINAW, INC	SAGINAW	06/17/2011
CRESTMONT NURSING CARE CENTER	FENTON	06/17/2011
NORLITE NURSING CENTER	MARQUETTE	06/16/2011
NORLITE NURSING CENTER	MARQUETTE	06/16/2011
NORLITE NURSING CENTER	MARQUETTE	06/16/2011

needs and preferences of each resident.		harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

NORTH WOODS NURSING CENTER	FARWELL	06/16/2011
HENRY FORD CONT CARE CTR-ROSEV	ROSEVILLE	06/16/2011
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	06/16/2011
SANCTUARY AT MCAULEY	MUSKEGON	06/15/2011
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	06/15/2011
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	06/15/2011
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	06/15/2011
MATHER NURSING CENTER	ISHPEMING	06/15/2011
MERCY MEMORIAL NURSING CENTER	MONROE	06/15/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MERCY MEMORIAL NURSING CENTER	MONROE	
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	06/15/2011
TENDERCARE SAULT STE MARIE	SAULT SAINTE MARIE	06/14/2011
TENDERCARE SAULT STE MARIE	SAULT SAINTE MARIE	06/14/2011
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	06/14/2011
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	06/14/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	06/10/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORGESS GARDENS	KALAMAZOO	06/10/2011
BORGESS GARDENS	KALAMAZOO	06/10/2011
BORGESS GARDENS	KALAMAZOO	06/10/2011
BORGESS GARDENS	KALAMAZOO	06/10/2011
BORGESS GARDENS	KALAMAZOO	06/10/2011

and self respect.		
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORGESS GARDENS	KALAMAZOO	06/10/2011
BORGESS GARDENS	KALAMAZOO	06/10/2011
BORGESS GARDENS	KALAMAZOO	06/10/2011
BORGESS GARDENS	KALAMAZOO	06/10/2011
THE OAKS AT NORTHPOINTE WOODS	BATTLE CREEK	06/10/2011
THE OAKS AT NORTHPOINTE WOODS	BATTLE CREEK	06/10/2011
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	06/10/2011
LAURELS OF BEDFORD (THE)	BATTLE CREEK	06/09/2011
LAURELS OF BEDFORD (THE)	BATTLE CREEK	06/09/2011

be transferred or discharged.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAURELS OF BEDFORD (THE)	BATTLE CREEK	06/09/2011
LAURELS OF BEDFORD (THE)	BATTLE CREEK	06/09/2011
LAURELS OF BEDFORD (THE)	BATTLE CREEK	06/09/2011
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	06/09/2011
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	06/09/2011
METRON OF BELDING	BELDING	06/09/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	06/08/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	06/08/2011

cannot care for themselves receive help with eating/drinking, grooming and hygiene.		harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	06/07/2011
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	06/07/2011
METRON OF GREENVILLE	GREENVILLE	06/07/2011
HERRICK MANOR	TECUMSEH	06/07/2011
HERRICK MANOR	TECUMSEH	06/07/2011
DIMONDALE NURSING CARE CENTER	DIMONDALE	06/06/2011
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	06/06/2011
HILTON CONVALESCENT HOME	FERNDALE	06/06/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

resident achieve the highest possible quality of life.		
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ARBOR MANOR CARE CENTER	SPRING ARBOR	06/06/2011
THE LODGE AT MAPLECREEK	GRAND RAPIDS	06/06/2011
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	06/06/2011
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	06/06/2011
ROUBAL CARE AND REHAB CENTER	STEPHENSON	06/06/2011
ROUBAL CARE AND REHAB CENTER	STEPHENSON	06/06/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ROUBAL CARE AND REHAB CENTER	STEPHENSON	06/06/2011
BOULEVARD MANOR, LLC	DETROIT	06/03/2011
BOULEVARD MANOR, LLC	DETROIT	06/03/2011
BOULEVARD MANOR, LLC	DETROIT	06/03/2011
BOULEVARD MANOR, LLC	DETROIT	06/03/2011
WESTWOOD NURSING CENTER	DETROIT	06/03/2011

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GRANDVUE MEDICAL CARE FACILITY	EAST JORDAN	06/02/2011
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	06/02/2011
REGENCY HEALTHCARE CENTRE	TAYLOR	06/02/2011
TENDERCARE OF WESTWOOD	KALAMAZOO	06/02/2011
PROVIDENCE CHRISTIAN HEALTHCARE & REHAB CTR	ZEELAND	06/01/2011
MATHER NURSING CENTER	ISHPEMING	06/01/2011
MATHER NURSING CENTER	ISHPEMING	06/01/2011
CHERRYWOOD NURSING AND LIVING	STERLING HEIGHTS	06/01/2011

and maintenance.		harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LUTHERAN HOME LIVONIA	LIVONIA	05/31/2011
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	05/27/2011
AUTUMNWOOD OF LIVONIA	LIVONIA	05/27/2011
BEACONSHIRE NURSING CENTRE	DETROIT	05/26/2011
BEACONSHIRE NURSING CENTRE	DETROIT	05/26/2011
SANILAC MEDICAL CARE FACILITY	SANDUSKY	05/25/2011
BORTZ HEALTH CARE OF WARREN	WARREN	05/25/2011
NORTHFIELD PLACE	WHITMORE LAKE	05/25/2011
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	05/25/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that a resident does not become withdrawn, angry or depressed if these problems did not exist before.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WAYNE		
JAMIESON NURSING HOME	HARRISVILLE	05/25/2011
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	05/24/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	05/24/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	05/23/2011
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	05/20/2011
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	05/20/2011
HEARTLAND HEALTH CARE CENTER-GRAND	GRAND RAPIDS	05/20/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RAPIDS		
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	05/20/2011
HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	PLYMOUTH	05/20/2011
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	05/20/2011
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	05/18/2011
MAGNUMCARE OF ALBION, LLC	ALBION	05/17/2011
MAGNUMCARE OF ALBION, LLC	ALBION	05/17/2011
MAGNUMCARE OF ALBION, LLC	ALBION	05/17/2011
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	05/17/2011

surroundings.		harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE PORTAGE	PORTAGE	05/16/2011
TENDERCARE PORTAGE	PORTAGE	05/16/2011
JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	05/13/2011
JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	05/13/2011
JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	05/13/2011
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	05/13/2011
SANCTUARY AT FRASER VILLA	FRASER	05/13/2011
SANCTUARY AT FRASER VILLA	FRASER	05/13/2011
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	05/13/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Provide clean bed and bath linens that are in good condition.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ROMEO CONTINUING CARE, INC	ROMEO	05/13/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	05/11/2011
SPECTRUM HEALTH REHAB & NSG CTRS-KELSEY HOSPITAL	LAKEVIEW	05/10/2011
SPECTRUM HEALTH REHAB & NSG CTRS-KELSEY HOSPITAL	LAKEVIEW	05/10/2011
KING NURSING & REHABILITATION COMMUNITY	HOUGHTON LAKE	05/10/2011
KING NURSING & REHABILITATION COMMUNITY	HOUGHTON LAKE	05/10/2011
INGHAM COUNTY MEDICAL CARE FAC	OKEMOS	05/06/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	05/06/2011

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Actual harm
Offer other nutritional food to each resident who will not eat the food served.	Pattern	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	05/06/2011
LAHSER HILLS CARE CENTRE	SOUTHFIELD	05/06/2011
LAHSER HILLS CARE CENTRE	SOUTHFIELD	05/06/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	05/05/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	05/05/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	05/05/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	05/05/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	05/05/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	05/05/2011
KITH HAVEN	FLINT	05/05/2011
MANISTEE COUNTY MEDICAL CARE FACILITY	MANISTEE	05/04/2011
SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	05/04/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

receive help with eating/drinking, grooming and hygiene.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE LODGE AT MAPLECREEK	GRAND RAPIDS	05/03/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	05/02/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	05/02/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	05/02/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	05/02/2011
HEALTHSOURCE SAGINAW, INC	SAGINAW	04/29/2011

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEALTHSOURCE SAGINAW, INC	SAGINAW	04/29/2011
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	04/29/2011
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	04/29/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/29/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/29/2011
LAURELS OF SANDY CREEK (THE)	WAYLAND	04/28/2011
LAURELS OF SANDY CREEK (THE)	WAYLAND	04/28/2011

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAURELS OF SANDY CREEK (THE)	WAYLAND	04/28/2011
LAURELS OF SANDY CREEK (THE)	WAYLAND	04/28/2011
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	04/28/2011
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	04/28/2011
TENDERCARE GAYLORD	GAYLORD	04/28/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/27/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/27/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/27/2011
LUTHER MANOR NURSING HOME	SAGINAW	04/27/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF ST CLAIR INC	SAINT CLAIR	04/27/2011
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	04/27/2011
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	04/27/2011
GRAND OAKS NURSING CENTER	BALDWIN	04/27/2011
GRAND OAKS NURSING CENTER	BALDWIN	04/27/2011
ST JAMES NURSING CENTER	DETROIT	04/27/2011
SPECTRUM HEALTH - REED CITY CA	REED CITY	04/26/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HAMILTON NURSING HOME	DETROIT	04/26/2011
QUALICARE NURSING HOME	DETROIT	04/26/2011
THE TIMBERS OF CASS COUNTY	DOWAGIAC	04/26/2011
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	04/25/2011
REGENCY MANOR NURSING & REHABILITATION CENTER	UTICA	04/25/2011
BURCHAM HILLS RETIREMENT CTR	EAST LANSING	04/22/2011
HOLT SENIOR CARE AND REHAB CENTER, L L C	HOLT	04/21/2011
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	04/21/2011
THE VILLAGE OF EAST HARBOR	CHESTERFIELD TOWNSHI	04/20/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	TOWNSHI	
THE VILLAGE OF EAST HARBOR	CHESTERFIELD TOWNSHI	04/20/2011
MIDMICHIGAN STRATFORD VILLAGE	MIDLAND	04/19/2011
AMBASSADOR NURSING AND REHABILITATION CENTER	DETROIT	04/18/2011
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	04/18/2011
WHITEHALL HEALTHCARE CENTER OF NOVI	NOVI	04/18/2011
WHITEHALL HEALTHCARE CENTER OF NOVI	NOVI	04/18/2011
LAKEVIEW EXTENDED CARE AND REHAB	HARBOR BEACH	04/15/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

or builds each resident's dignity and self respect.		harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BAY BLUFFS-EMMET CO MED CARE FAC	HARBOR SPRINGS	04/14/2011
BAY BLUFFS-EMMET CO MED CARE FAC	HARBOR SPRINGS	04/14/2011
NORLITE NURSING CENTER	MARQUETTE	04/14/2011
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	04/13/2011
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	04/13/2011
BORTZ HEALTH CARE OF OAKLAND	ORION	04/13/2011
BORTZ HEALTH CARE OF OAKLAND	ORION	04/13/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF OAKLAND	ORION	04/13/2011
BORTZ HEALTH CARE OF OAKLAND	ORION	04/13/2011
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	04/13/2011
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	04/13/2011
HEARTLAND OF HOLLAND	HOLLAND	04/11/2011
HEARTLAND OF HOLLAND	HOLLAND	04/11/2011
HEARTLAND OF HOLLAND	HOLLAND	04/11/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE MIDLAND	MIDLAND	04/11/2011
TENDERCARE MIDLAND	MIDLAND	04/11/2011
TENDERCARE MIDLAND	MIDLAND	04/11/2011
MEDILODGE OF HOWELL	HOWELL	04/11/2011
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	04/07/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	04/07/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	04/07/2011
SANCTUARY AT THE ABBEY	WARREN	04/07/2011
MEDILODGE OF STERLING, L L C	STERLING	04/06/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	04/06/2011
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	04/06/2011
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	04/06/2011
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	04/04/2011
TENDERCARE MIDLAND	MIDLAND	03/31/2011
ORCHARD GROVE EXTENDED CARE CE	BENTON HARBOR	03/31/2011
MAPLE VALLEY NURSING HOME	MAPLE CITY	03/31/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Make sure that the attending doctor orders special diets.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ROYALTON MANOR, L L C	ST JOSEPH	03/31/2011
LAURELS OF KENT (THE)	LOWELL	03/30/2011
LAURELS OF KENT (THE)	LOWELL	03/30/2011
LAURELS OF KENT (THE)	LOWELL	03/30/2011
LAURELS OF KENT (THE)	LOWELL	03/30/2011
LAURELS OF KENT (THE)	LOWELL	03/30/2011
WEST HICKORY HAVEN	MILFORD	03/30/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Pattern	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CHERRYWOOD NURSING AND LIVING	STERLING HEIGHTS	03/30/2011
ALPHA MANOR NURSING HOME	DETROIT	03/30/2011
WOODWARD HILLS NURSING CENTER	BLOOMFIELD HILLS	03/30/2011
MIDMICHIGAN STRATFORD VILLAGE	MIDLAND	03/30/2011
MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	WAYNE	03/30/2011
HAROLD AND GRACE UPJOHN COMMUN	KALAMAZOO	03/29/2011

quality.		
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HAROLD AND GRACE UPJOHN COMMUN	KALAMAZOO	03/29/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	03/29/2011
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	03/29/2011
TENDERCARE HEALTH CENTER-BIRCHWOOD	TRAVERSE CITY	03/29/2011
TENDERCARE HEALTH CENTER-BIRCHWOOD	TRAVERSE CITY	03/29/2011
TENDERCARE HEALTH CENTER-BIRCHWOOD	TRAVERSE CITY	03/29/2011
HOLLY CONVALESCENT CENTER	HOLLY	03/29/2011

residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKELAND SPECIALTY HOSPITAL AT BERRIEN CENTER	BERRIEN CENTER	03/28/2011
LAKELAND SPECIALTY HOSPITAL AT BERRIEN CENTER	BERRIEN CENTER	03/28/2011
LAKELAND SPECIALTY HOSPITAL AT BERRIEN CENTER	BERRIEN CENTER	03/28/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	03/28/2011
FROH COMMUNITY HOME	STURGIS	03/25/2011
FROH COMMUNITY HOME	STURGIS	03/25/2011
CAPITAL AREA HEALTH & REHAB CENTER	LANSING	03/25/2011

residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

INGHAM COUNTY MEDICAL CARE FAC	OKEMOS	03/24/2011
INGHAM COUNTY MEDICAL CARE FAC	OKEMOS	03/24/2011
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	03/24/2011
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	03/24/2011
MARYCREST MANOR	LIVONIA	03/23/2011
MARYCREST MANOR	LIVONIA	03/23/2011

accidents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE PORTAGE	PORTAGE	03/22/2011
TENDERCARE PORTAGE	PORTAGE	03/22/2011
TENDERCARE PORTAGE	PORTAGE	03/22/2011
TENDERCARE PORTAGE	PORTAGE	03/22/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Let residents talk to and get information from agencies acting	Widespread	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE PORTAGE	PORTAGE	03/22/2011
TENDERCARE PORTAGE	PORTAGE	03/22/2011
HILLCREST NURSING AND REHABILITATION COMMUNITY	NORTH MUSKEGON	03/22/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	03/21/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	03/21/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	03/21/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

on their behalf.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Allow residents to easily see the results of the nursing home's most recent survey.	Widespread	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or	Pattern	Potential for minimal harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	03/18/2011
GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	03/18/2011
TENDERCARE OF WESTWOOD	KALAMAZOO	03/18/2011
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	03/17/2011
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	03/17/2011
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	03/17/2011
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	03/17/2011

theft of personal property.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	03/17/2011
TENDERCARE OF LUDINGTON	LUDINGTON	03/17/2011
TENDERCARE OF LUDINGTON	LUDINGTON	03/17/2011
REDFORD GERIATRIC VILLAGE	DETROIT	03/17/2011
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	03/17/2011
GRAND OAKS NURSING CENTER	BALDWIN	03/17/2011
GRAND OAKS NURSING CENTER	BALDWIN	03/17/2011

accidents.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	03/16/2011
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	03/16/2011
MARSHALL NURSING AND REHABILITATION COMMUNITY	MARSHALL	03/16/2011
MARSHALL NURSING AND REHABILITATION COMMUNITY	MARSHALL	03/16/2011
MARSHALL NURSING AND REHABILITATION COMMUNITY	MARSHALL	03/16/2011
MARSHALL NURSING AND REHABILITATION COMMUNITY	MARSHALL	03/16/2011
MARSHALL NURSING AND REHABILITATION COMMUNITY	MARSHALL	03/16/2011
MARSHALL NURSING AND REHABILITATION	MARSHALL	03/16/2011

residents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents receive treatment/services to continue to be able to care for themselves, unless a change is unavoidable.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COMMUNITY

BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	03/16/2011
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	03/16/2011
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	03/16/2011
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	03/16/2011
LAURELS OF GALESBURG (THE)	GALESBURG	03/16/2011
LAURELS OF GALESBURG (THE)	GALESBURG	03/16/2011
LAURELS OF GALESBURG (THE)	GALESBURG	03/16/2011

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MIDMICHIGAN GLADWIN PINES NH	GLADWIN	03/16/2011
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	03/16/2011
BAYSIDE VILLAGE	L' ANSE	03/15/2011
BEACONSHIRE NURSING CENTRE	DETROIT	03/15/2011
RIDGECREST HEALTH CAMPUS	JACKSON	03/15/2011
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	03/14/2011
GRAND TRAVERSE PAVILIONS	TRAVERSE CITY	03/11/2011
NORTH WOODS NURSING CENTER	FARWELL	03/11/2011

and as a citizen or resident of the United States.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKELAND CENTER (THE)	SOUTHFIELD	03/11/2011
HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	03/10/2011
SILVERBROOK MANOR	NILES	03/09/2011
SILVERBROOK MANOR	NILES	03/09/2011
SILVERBROOK MANOR	NILES	03/09/2011
SILVERBROOK MANOR	NILES	03/09/2011
SANCTUARY AT ALEXANDER	ROYAL OAK	03/09/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

similar products.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care for each resident in a way that keeps or builds the resident's quality of life.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SANCTUARY AT ALEXANDER	ROYAL OAK	03/09/2011
EAST LANSING HEALTH CARE CENTE	EAST LANSING	03/09/2011
EAST LANSING HEALTH CARE CENTE	EAST LANSING	03/09/2011
ASHLEY CARE CENTER	ASHLEY	03/09/2011
SAMARITAN MANOR	DETROIT	03/09/2011
SAMARITAN MANOR	DETROIT	03/09/2011
SAMARITAN MANOR	DETROIT	03/09/2011
SAMARITAN MANOR	DETROIT	03/09/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Use a registered nurse at least 8 hours a day, 7 days a week.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Pattern	Immediate jeopardy to resident health or safety
Give residents proper treatment	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAMARITAN MANOR	DETROIT	03/09/2011
SAMARITAN MANOR	DETROIT	03/09/2011
REGENCY HEALTHCARE CENTRE	TAYLOR	03/08/2011
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	03/08/2011
HOLLAND HOME - BRETON REHABILITATION LIVING CENTRE	GRAND RAPIDS	03/08/2011
HOLLAND HOME - BRETON REHABILITATION LIVING CENTRE	GRAND RAPIDS	03/08/2011
ROUBAL CARE AND REHAB CENTER	STEPHENSON	03/08/2011

to prevent new bed (pressure) sores or heal existing bed sores.		
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ROUBAL CARE AND REHAB CENTER	STEPHENSON	03/08/2011
ROUBAL CARE AND REHAB CENTER	STEPHENSON	03/08/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	03/07/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	03/07/2011
HERITAGE MANOR HEALTHCARE CENT	FLINT	03/07/2011
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	03/07/2011

mistreatment, neglect and abuse of residents and theft of residents' property.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	03/04/2011
GRAND TRAVERSE PAVILIONS	TRAVERSE CITY	03/03/2011
GRAND TRAVERSE PAVILIONS	TRAVERSE CITY	03/03/2011
GRAND TRAVERSE PAVILIONS	TRAVERSE CITY	03/03/2011
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	03/03/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	03/03/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	03/03/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

properly.		
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	03/03/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	03/03/2011
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	03/03/2011
FOUR CHAPLAINS NRSG CARE CTR	WESTLAND	03/03/2011
TENDERCARE CASS CITY	CASS CITY	03/02/2011
BISHOP NOA HOME FOR SENIOR CITIZENS	ESCANABA	03/02/2011
HELEN NEWBERRY JOY HOSP LTCU	NEWBERRY	03/02/2011

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MATHER NURSING CENTER	ISHPEMING	03/01/2011
MEDILODGE OF YALE, INC	YALE	03/01/2011
MEDILODGE OF YALE, INC	YALE	03/01/2011
MEDILODGE OF YALE, INC	YALE	03/01/2011
SISTERS, SERVANTS OF THE IMMACULATE HEART OF MARY	MONROE	03/01/2011
TENDERCARE CASS CITY	CASS CITY	02/28/2011
METRON OF BIG RAPIDS	BIG RAPIDS	02/28/2011

and self respect.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

METRON OF BIG RAPIDS	BIG RAPIDS	02/28/2011
METRON OF BIG RAPIDS	BIG RAPIDS	02/28/2011
MARWOOD MANOR NURSING HOME	PORT HURON	02/28/2011
MARWOOD MANOR NURSING HOME	PORT HURON	02/28/2011
BOULEVARD MANOR, LLC	DETROIT	02/25/2011
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	02/24/2011
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	02/24/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Follow all laws and professional standards.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	02/23/2011
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	02/23/2011
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	02/23/2011
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	02/23/2011
THE VILLAGE REHABILITATION AND CARE CENTER	ARMADA	02/23/2011
THE VILLAGE REHABILITATION AND CARE CENTER	ARMADA	02/23/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Train all employees on what to do in an emergency.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

PORTAGEPOINTE	HANCOCK	02/23/2011
LAKEVIEW MANOR HEALTHCARE CENTER	TAWAS CITY	02/22/2011
HOLT SENIOR CARE AND REHAB CENTER, L L C	HOLT	02/18/2011
REGENCY HEIGHTS-DETROIT	DETROIT	02/18/2011
THE MANOR OF FARMINGTON HILLS	FARMINGTON HILLS	02/18/2011
HAROLD AND GRACE UPJOHN COMMUN	KALAMAZOO	02/17/2011
HEARTLAND HEALTH CARE CENTER-	FLINT	02/17/2011

residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BRIARWOOD		
EVANGELICAL HOME - SALINE	SALINE	02/17/2011
HEARTLAND HEALTH CARE CENTER-GREENVIEW	GRAND RAPIDS	02/16/2011
HEARTLAND HEALTH CARE CENTER-GREENVIEW	GRAND RAPIDS	02/16/2011
CRESTMONT NURSING CARE CENTER	FENTON	02/16/2011
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	02/16/2011
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	02/16/2011
CAMELOT HALL CONVALESCENT CTR	LIVONIA	02/16/2011
CAMELOT HALL CONVALESCENT CTR	LIVONIA	02/16/2011

meet a professional standard of quality.		harm
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMELOT HALL CONVALESCENT CTR	LIVONIA	02/16/2011
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	02/15/2011
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	02/15/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	02/15/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	02/15/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	02/15/2011
LUTHER MANOR NURSING HOME	SAGINAW	02/15/2011
TENDERCARE ALPENA	ALPENA	02/15/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Hire enough skilled workers to carry out dietary service.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident gets help to keep vision and hearing.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy,	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ST FRANCIS NURSING CENTER	DETROIT	02/15/2011
KITH HAVEN	FLINT	02/14/2011
KITH HAVEN	FLINT	02/14/2011
METRON OF LAMONT	LAMONT	02/11/2011
LAURELS OF GALESBURG (THE)	GALESBURG	02/11/2011
LAURELS OF GALESBURG (THE)	GALESBURG	02/11/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAURELS OF GALESBURG (THE)	GALESBURG	02/11/2011
LUTHERAN HOME LIVONIA	LIVONIA	02/11/2011
HOWELL CARE CENTER	HOWELL	02/10/2011
HOWELL CARE CENTER	HOWELL	02/10/2011
HOWELL CARE CENTER	HOWELL	02/10/2011
HOWELL CARE CENTER	HOWELL	02/10/2011
HOWELL CARE CENTER	HOWELL	02/10/2011
HOWELL CARE CENTER	HOWELL	02/10/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

quality.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
Do a new assessment after any major change in a resident's physical or mental health.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	02/10/2011
RIDGECREST HEALTH CAMPUS	JACKSON	02/10/2011
HELEN NEWBERRY JOY HOSP LTCU	NEWBERRY	02/10/2011
AUTUMN WOODS RESIDENTIAL HLTH	WARREN	02/09/2011
AUTUMN WOODS RESIDENTIAL HLTH	WARREN	02/09/2011
CYPRESS MANOR HEALTH AND REHAB	HANCOCK	02/09/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	02/08/2011
TENDERCARE CASS CITY	CASS CITY	02/08/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Protect each resident from all	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE CASS CITY	CASS CITY	
RESTHAVEN CARE CENTER	HOLLAND	02/08/2011
RESTHAVEN CARE CENTER	HOLLAND	02/08/2011
RESTHAVEN CARE CENTER	HOLLAND	02/08/2011
TENDERCARE GAYLORD	GAYLORD	02/07/2011
TENDERCARE GAYLORD	GAYLORD	02/07/2011
TENDERCARE GAYLORD	GAYLORD	02/07/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE GAYLORD	GAYLORD	02/07/2011
TENDERCARE GAYLORD	GAYLORD	02/07/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	02/04/2011
EASTWOOD NURSING CENTER	NEGAUNEE	02/04/2011
RIVERIDGE MANOR	NILES	02/04/2011
TENDERCARE OF WESTWOOD	KALAMAZOO	02/03/2011
TENDERCARE OF WESTWOOD	KALAMAZOO	02/03/2011
TENDERCARE OF WESTWOOD	KALAMAZOO	02/03/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

INGHAM COUNTY MEDICAL CARE FAC	OKEMOS	02/02/2011
INGHAM COUNTY MEDICAL CARE FAC	OKEMOS	02/02/2011
REGENCY HEIGHTS-DETROIT	DETROIT	02/01/2011
REGENCY HEIGHTS-DETROIT	DETROIT	02/01/2011
RIVERGATE TERRACE	RIVERVIEW	02/01/2011
RIVERGATE TERRACE	RIVERVIEW	02/01/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	01/31/2011
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	01/31/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Get doctor orders for the resident's immediate care when admitted.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Pattern	Minimal harm or potential for actual harm
Be designed, built, equipped, or well kept to protect the health and safety of residents, workers, and the public.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BELLE FOUNTAIN NURSING & REHABILITATION CENTER	RIVERVIEW	01/28/2011
BORTZ HEALTH CARE OF WEST BRANCH	WEST BRANCH	01/28/2011
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	01/27/2011
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	01/27/2011
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	01/27/2011
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	01/27/2011
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	01/27/2011

abuse, physical punishment, and being separated from others.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	01/27/2011
LAURELS OF KENT (THE)	LOWELL	01/27/2011
LAURELS OF KENT (THE)	LOWELL	01/27/2011
HURON CO MED CARE FACILITY	BAD AXE	01/26/2011
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	01/26/2011
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	01/26/2011
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	01/26/2011
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	01/26/2011

highest quality of life possible.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

JAMIESON NURSING HOME	HARRISVILLE	01/26/2011
JAMIESON NURSING HOME	HARRISVILLE	01/26/2011
JAMIESON NURSING HOME	HARRISVILLE	01/26/2011
REGENCY HEALTHCARE CENTRE	TAYLOR	01/25/2011
WEST BLOOMFIELD NURSING & CONV	WEST BLOOMFIELD	01/24/2011
HEARTLAND HEALTH CARE CENTER-CANTON	CANTON	01/24/2011
WESTWOOD NURSING CENTER	DETROIT	01/21/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

emergencies, and give them out properly.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FENTON HEALTHCARE	FENTON	01/21/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	01/20/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	01/20/2011
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	01/20/2011
AUTUMN WOODS RESIDENTIAL HLTH	WARREN	01/19/2011
SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	GRAND RAPIDS	01/18/2011

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	GRAND RAPIDS	01/18/2011
SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	GRAND RAPIDS	01/18/2011
HEARTLAND HEALTH CARE CENTER-GREENVIEW	GRAND RAPIDS	01/18/2011
MEDILODGE OF YALE, INC	YALE	01/18/2011
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	01/18/2011
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	01/18/2011
REGENCY HEIGHTS-DETROIT	DETROIT	01/18/2011
REGENCY HEIGHTS-DETROIT	DETROIT	01/18/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

REGENCY HEIGHTS-DETROIT	DETROIT	01/18/2011
REGENCY HEIGHTS-DETROIT	DETROIT	01/18/2011
REGENCY HEIGHTS-DETROIT	DETROIT	01/18/2011
REGENCY HEIGHTS-DETROIT	DETROIT	01/18/2011
HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	01/14/2011
HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	01/14/2011
HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	01/14/2011
HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	01/14/2011
HEARTLAND HEALTH CARE CENTER-THREE	THREE RIVERS	01/14/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Give professional services that	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	
HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	01/14/2011
HEARTLAND HEALTH CARE CENTER-THREE RIVERS	THREE RIVERS	01/14/2011
FARMINGTON HEALTH CARE CENTER	FARMINGTON	01/13/2011
ELY MANOR	ALLEGAN	01/11/2011
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	01/11/2011
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	01/11/2011
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	01/11/2011

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

METRON OF LAMONT	LAMONT	01/11/2011
MARSHALL NURSING AND REHABILITATION COMMUNITY	MARSHALL	01/10/2011
MARSHALL NURSING AND REHABILITATION COMMUNITY	MARSHALL	01/10/2011
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	01/07/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	01/07/2011
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	01/07/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	01/07/2011
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	01/07/2011

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	01/07/2011
BORTZ HEALTH CARE ON GREEN LAKE	ORCHARD LAKE	01/07/2011
MATHER NURSING CENTER	ISHPEMING	01/05/2011
MATHER NURSING CENTER	ISHPEMING	01/05/2011
MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	01/04/2011
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	01/03/2011
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	01/03/2011
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	12/29/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	12/29/2010
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	12/29/2010
TENDERCARE PORTAGE	PORTAGE	12/28/2010
TENDERCARE PORTAGE	PORTAGE	12/28/2010
LINCOLN HAVEN NURSING & REHAB COMMUNITY	LINCOLN	12/28/2010
LINCOLN HAVEN NURSING & REHAB	LINCOLN	12/28/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COMMUNITY

LINCOLN HAVEN NURSING & REHAB COMMUNITY	LINCOLN	12/28/2010
PINE RIVER HEALTHCARE CENTER	SAINT LOUIS	12/27/2010
PINE RIVER HEALTHCARE CENTER	SAINT LOUIS	12/27/2010
BROOKCREST	GRANDVILLE	12/22/2010
BROOKCREST	GRANDVILLE	12/22/2010
CHRISTIAN PARK VILLAGE	ESCANABA	12/21/2010
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	12/20/2010

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	12/20/2010
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	12/20/2010
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	12/20/2010
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	12/20/2010
HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	12/20/2010
OVID HEALTHCARE CENTER	OVID	12/17/2010
OVID HEALTHCARE CENTER	OVID	12/17/2010
HICKORY RIDGE OF TEMPERANCE	TEMPERANCE	12/17/2010

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HICKORY RIDGE OF TEMPERANCE	TEMPERANCE	
HICKORY RIDGE OF TEMPERANCE	TEMPERANCE	12/17/2010
MEDILODGE OF ST CLAIR INC	SAINT CLAIR	12/15/2010
MEDILODGE OF ST CLAIR INC	SAINT CLAIR	12/15/2010
CARETEL INNS OF TRI-CITIES	BAY CITY	12/15/2010
CARETEL INNS OF TRI-CITIES	BAY CITY	12/15/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010

quality.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	12/14/2010
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	12/14/2010
MANOR OF WAYNE CONTINUING CARE CENTER	WAYNE	12/14/2010
MANOR OF WAYNE CONTINUING CARE CENTER	WAYNE	12/14/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010

abuse, neglect or mistreatment of residents.		
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	12/13/2010
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	12/10/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide enough emergency electricity.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	12/10/2010
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	12/10/2010
HEARTLAND HEALTH CARE CENTER-GREENVIEW	GRAND RAPIDS	12/10/2010
HEARTLAND HEALTH CARE CENTER-GREENVIEW	GRAND RAPIDS	12/10/2010
BAY COUNTY MEDICAL CARE FACILITY	ESSEXVILLE	12/09/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	12/09/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	12/09/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	12/09/2010

highest quality of life possible.		
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	12/09/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	12/09/2010
CHEBOYGAN MEM HOSPITAL LTCU	CHEBOYGAN	12/09/2010
CHEBOYGAN MEM HOSPITAL LTCU	CHEBOYGAN	12/09/2010
MEDILODGE OF HOWELL	HOWELL	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Let each resident choose a personal doctor.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010
TENDERCARE OF WESTWOOD	KALAMAZOO	12/09/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

plan.		
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	12/09/2010
CARETEL INNS OF BRIGHTON	BRIGHTON	12/08/2010
CARETEL INNS OF BRIGHTON	BRIGHTON	12/08/2010
CARETEL INNS OF BRIGHTON	BRIGHTON	12/08/2010
CARETEL INNS OF BRIGHTON	BRIGHTON	12/08/2010
CARETEL INNS OF BRIGHTON	BRIGHTON	12/08/2010
CARETEL INNS OF BRIGHTON	BRIGHTON	12/08/2010
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	12/07/2010
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	12/07/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Make sure that a doctor approves a resident's admission in writing	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	12/07/2010
TENDERCARE CLARE	CLARE	12/06/2010
HOPE HEALTHCARE CENTER	WESTLAND	12/06/2010
HOPE HEALTHCARE CENTER	WESTLAND	12/06/2010
MEDILODGE OF PORT HURON	FORT GRATIOT	12/06/2010
MEDILODGE OF PORT HURON	FORT GRATIOT	12/06/2010
MEDILODGE OF PORT HURON	FORT GRATIOT	12/06/2010

and that each resident has a doctor.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF PORT HURON	FORT GRATIOT	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010

quality.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	12/06/2010
SOUTH LYON SENIOR CARE AND REHAB CENTER, L L C	SOUTH LYON	12/03/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	12/02/2010

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HERITAGE MANOR HEALTHCARE CENT	FLINT	12/02/2010
BORTZ HEALTH CARE OF WARREN	WARREN	12/01/2010
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	12/01/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	12/01/2010
BROOKCREST	GRANDVILLE	11/30/2010
TENDERCARE PORTAGE	PORTAGE	11/30/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE MIDLAND	MIDLAND	11/29/2010
LAURELS OF BEDFORD (THE)	BATTLE CREEK	11/29/2010
LAURELS OF BEDFORD (THE)	BATTLE CREEK	11/29/2010
LAURELS OF BEDFORD (THE)	BATTLE CREEK	11/29/2010
OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	DEARBORN	11/29/2010
OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	DEARBORN	11/29/2010
OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	DEARBORN	11/29/2010
OAKWOOD REHABILITATION & SKILLED	DEARBORN	11/29/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Prepare food that is nutritional,	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

NURSING CTR-DEARB

OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	DEARBORN	11/29/2010
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	11/24/2010
WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	11/23/2010
MEDILODGE OF HILLMAN	HILLMAN	11/23/2010
MEDILODGE OF HILLMAN	HILLMAN	11/23/2010
MEDILODGE OF HILLMAN	HILLMAN	11/23/2010

appetizing, tasty, attractive, well-cooked, and at the right temperature.		harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	11/23/2010
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	11/23/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	11/22/2010
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	11/22/2010
OAKLAND NURSING CENTER	SOUTHFIELD	11/22/2010
MAPLE VALLEY NURSING HOME	MAPLE CITY	11/22/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MAPLE VALLEY NURSING HOME	MAPLE CITY	11/22/2010
PORTAGEPOINTE	HANCOCK	11/22/2010
METRON OF BIG RAPIDS	BIG RAPIDS	11/19/2010
MATHER NURSING CENTER	ISHPEMING	11/18/2010
MATHER NURSING CENTER	ISHPEMING	11/18/2010
MATHER NURSING CENTER	ISHPEMING	11/18/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	11/18/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Actual harm
Make sure that a doctor approves a resident's admission in writing	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	11/18/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	11/18/2010
VISTA GRANDE VILLA	JACKSON	11/17/2010
VISTA GRANDE VILLA	JACKSON	11/17/2010
VISTA GRANDE VILLA	JACKSON	11/17/2010
TENDERCARE GAYLORD	GAYLORD	11/17/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	11/17/2010

and that each resident has a doctor.		
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	11/17/2010
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	11/16/2010
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	11/16/2010
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	11/16/2010
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	11/15/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	11/15/2010
HEALTHSOURCE SAGINAW, INC	SAGINAW	11/12/2010

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	11/12/2010
NORTHFIELD PLACE	WHITMORE LAKE	11/10/2010
NORTHFIELD PLACE	WHITMORE LAKE	11/10/2010
NORTHFIELD PLACE	WHITMORE LAKE	11/10/2010
NORTHFIELD PLACE	WHITMORE LAKE	11/10/2010
MENOMINEE CARE CENTER	MENOMINEE	11/10/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MENOMINEE CARE CENTER	MENOMINEE	11/10/2010
SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	11/09/2010
CRANBROOK GERIATRIC VILLAGE	DETROIT	11/09/2010
THE VILLAGE REHABILITATION AND CARE CENTER	ARMADA	11/09/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	11/08/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	11/08/2010
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	11/05/2010
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	11/04/2010
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	11/04/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care for each resident in a way that keeps or builds the resident's quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	11/03/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	11/03/2010
TENDERCARE GAYLORD	GAYLORD	11/03/2010
WESTWOOD NURSING CENTER	DETROIT	11/03/2010
ORCHARD GROVE EXTENDED CARE CE	BENTON HARBOR	11/03/2010
ORCHARD GROVE EXTENDED CARE CE	BENTON HARBOR	11/03/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

needs, with timetables and actions that can be measured.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ORCHARD GROVE EXTENDED CARE CE	BENTON HARBOR	11/03/2010
FARMINGTON HEALTH CARE CENTER	FARMINGTON	11/01/2010
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	11/01/2010
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	11/01/2010
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	11/01/2010
GILBERT RESIDENCE (THE)	YPSILANTI	11/01/2010
GILBERT RESIDENCE (THE)	YPSILANTI	11/01/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	10/29/2010
THE SPRINGS AT THE FOUNTAINS	KALAMAZOO	10/29/2010
THE SPRINGS AT THE FOUNTAINS	KALAMAZOO	10/29/2010
BRITTANY MANOR	MIDLAND	10/28/2010
BRITTANY MANOR	MIDLAND	10/28/2010

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BRITTANY MANOR	MIDLAND	10/28/2010
BRITTANY MANOR	MIDLAND	10/28/2010
LAURELS OF COLDWATER,THE	COLDWATER	10/28/2010
LAURELS OF COLDWATER,THE	COLDWATER	10/28/2010
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	10/28/2010
HOUGHTON CO MED CARE FACILITY	HANCOCK	10/27/2010
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	10/27/2010

residents.		
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE LODGE AT MAPLECREEK	GRAND RAPIDS	10/27/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	10/27/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	10/27/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	10/27/2010
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	10/25/2010
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/25/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	10/22/2010
BOULEVARD TEMPLE CARE CENTER, LLC	DETROIT	10/22/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	10/22/2010
HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	10/22/2010
HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	10/22/2010
HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	10/22/2010
WHITEHILLS HEALTH CARE CENTER	EAST LANSING	10/21/2010
BORTZ HEALTH CARE OF TRAVERSE CITY	TRAVERSE CITY	10/21/2010
BORTZ HEALTH CARE OF TRAVERSE CITY	TRAVERSE CITY	10/21/2010
BORTZ HEALTH CARE OF TRAVERSE CITY	TRAVERSE CITY	10/21/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COUNTRYSIDE CARE CENTER	JACKSON	10/21/2010
MANISTEE COUNTY MEDICAL CARE FACILITY	MANISTEE	10/20/2010
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	10/20/2010
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	10/20/2010
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/20/2010
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/20/2010
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/20/2010
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/20/2010

sores or heal existing bed sores.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OKEMOS HEALTH AND REHABILITATION CENTER	OKEMOS	10/20/2010
OKEMOS HEALTH AND REHABILITATION CENTER	OKEMOS	10/20/2010
OKEMOS HEALTH AND REHABILITATION CENTER	OKEMOS	10/20/2010
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	10/19/2010
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	10/19/2010
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	10/19/2010
BORTZ HEALTH CARE OF WARREN	WARREN	10/19/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		
Properly mark drugs and other similar products.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MAGNUMCARE OF SAGINAW, LLC	SAGINAW	10/19/2010
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	10/19/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	10/18/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	10/18/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	10/18/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	10/18/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	10/18/2010
TENDERCARE HEALTH & REHAB CENTER OF	HOLLAND	10/18/2010

residents.		
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Actual harm
Make sure that residents are safe	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND		
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	10/15/2010
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	10/15/2010
HEATHER HILLS CARE CENTER	GRAND RAPIDS	10/15/2010
HEATHER HILLS CARE CENTER	GRAND RAPIDS	10/15/2010
ROMEO CONTINUING CARE, INC	ROMEO	10/15/2010
HOLLY CONVALESCENT CENTER	HOLLY	10/14/2010
HOLLY CONVALESCENT CENTER	HOLLY	10/14/2010

from serious medication errors.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	10/13/2010
KALKASKA MEMORIAL HEALTH CENTER	KALKASKA	10/13/2010
SAMARITAN MANOR	DETROIT	10/12/2010
SAMARITAN MANOR	DETROIT	10/12/2010
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	10/11/2010
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	10/11/2010
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	10/11/2010
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	10/11/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ST ANNES CONVALESCENT CENTER	DETROIT	10/11/2010
ST ANNES CONVALESCENT CENTER	DETROIT	10/11/2010
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	10/11/2010
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	10/07/2010
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	10/07/2010
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	10/07/2010
INN AT FREEDOM VILLAGE, THE	HOLLAND	10/07/2010

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

INN AT FREEDOM VILLAGE, THE	HOLLAND	10/07/2010
INN AT FREEDOM VILLAGE, THE	HOLLAND	10/07/2010
TENDERCARE KALAMAZOO	KALAMAZOO	10/06/2010
TENDERCARE KALAMAZOO	KALAMAZOO	10/06/2010
TENDERCARE KALAMAZOO	KALAMAZOO	10/06/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
At least once a month, have a	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAURELS OF SANDY CREEK (THE)	WAYLAND	
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	10/05/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Choose a doctor to be the medical director.	Widespread	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Actual harm
Be administered in a way that	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BOULEVARD HEALTH CENTER	ROCHESTER HILLS	10/05/2010
CHERRYWOOD NURSING AND LIVING	STERLING HEIGHTS	10/05/2010
CARETEL INNS OF TRI-CITIES	BAY CITY	10/05/2010
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	10/04/2010
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	10/04/2010

leads to the highest possible level of well being for each resident.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	MUSKEGON	10/01/2010
HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	MUSKEGON	10/01/2010
HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	MUSKEGON	10/01/2010
HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	MUSKEGON	10/01/2010
CANTERBURY-ON-THE-LAKE	WATERFORD	10/01/2010
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	09/30/2010
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	09/30/2010
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	09/30/2010

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	
LAKELAND CENTER (THE)	SOUTHFIELD	09/30/2010
LAKELAND CENTER (THE)	SOUTHFIELD	09/30/2010
LAKELAND CENTER (THE)	SOUTHFIELD	09/30/2010
LAKELAND CENTER (THE)	SOUTHFIELD	09/30/2010
BOULEVARD MANOR, LLC	DETROIT	09/29/2010
METRON OF FOREST HILLS	GRAND RAPIDS	09/29/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

METRON OF FOREST HILLS	GRAND RAPIDS	09/29/2010
HEARTLAND HEALTH CARE CENTER-CRESTVIEW	WYOMING	09/29/2010
HEARTLAND HEALTH CARE CENTER-CRESTVIEW	WYOMING	09/29/2010
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	09/28/2010
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	09/28/2010
METRON OF LAMONT	LAMONT	09/27/2010
BRITTANY MANOR	MIDLAND	09/24/2010
WESTWOOD NURSING CENTER	DETROIT	09/24/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Provide social services for related	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WESTWOOD NURSING CENTER	DETROIT	09/24/2010
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	09/24/2010
MAPLE WOODS MANOR	CLIO	09/24/2010
HEARTLAND HEALTH CARE CENTER-IONIA	IONIA	09/23/2010
HURON CO MED CARE FACILITY	BAD AXE	09/22/2010
HURON CO MED CARE FACILITY	BAD AXE	09/22/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	09/22/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	09/22/2010

medical problems to help each resident achieve the highest possible quality of life.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKEVIEW EXTENDED CARE AND REHAB	HARBOR BEACH	09/22/2010
MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	09/22/2010
MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	09/22/2010
MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	09/22/2010
BELLE FOUNTAIN NURSING & REHABILITATION CENTER	RIVERVIEW	09/21/2010
SHELBY NURSING CENTER	SHELBY TOWNSHIP	09/21/2010
SHELBY NURSING CENTER	SHELBY TOWNSHIP	09/21/2010

resident.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SHELBY NURSING CENTER	SHELBY TOWNSHIP	09/21/2010
BISHOP NOA HOME FOR SENIOR CITIZENS	ESCANABA	09/21/2010
BISHOP NOA HOME FOR SENIOR CITIZENS	ESCANABA	09/21/2010
BISHOP NOA HOME FOR SENIOR CITIZENS	ESCANABA	09/21/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	09/20/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	09/20/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	09/20/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	09/20/2010

quality.		
Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	SHORES	
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	09/20/2010
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	09/20/2010
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	09/20/2010
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	09/20/2010
CHESANING NURSING CARE CENTER	CHESANING	09/20/2010
CHESANING NURSING CARE CENTER	CHESANING	09/20/2010
MATHER NURSING CENTER	ISHPEMING	09/17/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Store, cook, and give out food in a safe and clean way.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MATHER NURSING CENTER	ISHPEMING	09/17/2010
MATHER NURSING CENTER	ISHPEMING	09/17/2010
MATHER NURSING CENTER	ISHPEMING	09/17/2010
MATHER NURSING CENTER	ISHPEMING	09/17/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	09/16/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	09/16/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	09/16/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the	Widespread	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	09/13/2010
FARMINGTON HEALTH CARE CENTER	FARMINGTON	09/10/2010
FARMINGTON HEALTH CARE CENTER	FARMINGTON	09/10/2010
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	09/10/2010
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	09/10/2010
OVID HEALTHCARE CENTER	OVID	09/10/2010
OVID HEALTHCARE CENTER	OVID	09/10/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

medical director.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Immediate jeopardy to resident health or

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	09/10/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	09/09/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	09/09/2010
MATHER NURSING CENTER	ISHPEMING	09/09/2010
MATHER NURSING CENTER	ISHPEMING	09/09/2010
MATHER NURSING CENTER	ISHPEMING	09/09/2010

area is free of dangers that cause accidents.		safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MATHER NURSING CENTER	ISHPEMING	09/09/2010
GRAYLING NURSING & REHAB COMMUNITY	GRAYLING	09/09/2010
GRAYLING NURSING & REHAB COMMUNITY	GRAYLING	09/09/2010
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	09/09/2010
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	09/08/2010
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	09/08/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	09/08/2010
HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	09/08/2010
ALPHA MANOR NURSING HOME	DETROIT	09/08/2010
AMBASSADOR NURSING AND REHABILITATION CENTER	DETROIT	09/07/2010
VISTA GRANDE VILLA	JACKSON	09/07/2010
VISTA GRANDE VILLA	JACKSON	09/07/2010
MEDILODGE OF HILLMAN	HILLMAN	09/07/2010
CYPRESS MANOR HEALTH AND REHAB	HANCOCK	09/02/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAMARITAN MANOR	DETROIT	09/02/2010
SAMARITAN MANOR	DETROIT	09/02/2010
OVID HEALTHCARE CENTER	OVID	09/01/2010
OVID HEALTHCARE CENTER	OVID	09/01/2010
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	08/31/2010
ST JAMES NURSING CENTER	DETROIT	08/31/2010
HOPE HEALTHCARE CENTER	WESTLAND	08/30/2010

catheter, unless it is necessary.		
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOPE HEALTHCARE CENTER	WESTLAND	08/30/2010
ARGENTINE CARE CENTER	LINDEN	08/30/2010
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	08/27/2010
BORGESS GARDENS	KALAMAZOO	08/27/2010
BORGESS GARDENS	KALAMAZOO	08/27/2010
BORGESS GARDENS	KALAMAZOO	08/27/2010
BORGESS GARDENS	KALAMAZOO	08/27/2010

highest quality of life possible.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy,	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORGESS GARDENS	KALAMAZOO	08/27/2010
BORGESS GARDENS	KALAMAZOO	08/27/2010
BORGESS GARDENS	KALAMAZOO	08/27/2010
METRON OF CEDAR SPRINGS	CEDAR SPRINGS	08/27/2010
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	08/27/2010
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	08/25/2010

ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Provide social services for related medical problems to help each resident achieve the highest	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HARTFORD NURSING & REHABILITATION CENTER	DETROIT	08/25/2010
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	08/25/2010
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	08/25/2010
HOWELL CARE CENTER	HOWELL	08/25/2010
ARBOR MANOR CARE CENTER	SPRING ARBOR	08/25/2010
ARBOR MANOR CARE CENTER	SPRING ARBOR	08/25/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

possible quality of life.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Widespread	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HAMILTON NURSING HOME	DETROIT	08/25/2010
CHURCH OF CHRIST CARE CENTER	CLINTON TOWNSHIP	08/25/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	08/24/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	08/23/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	08/23/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	08/23/2010
SHELBY NURSING CENTER	SHELBY	08/23/2010

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	TOWNSHIP	
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	08/20/2010
METRON OF BIG RAPIDS	BIG RAPIDS	08/19/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	08/19/2010
TENDERCARE SAULT STE MARIE	SAULT SAINTE MARIE	08/18/2010
SANCTUARY AT MCAULEY	MUSKEGON	08/18/2010
SANCTUARY AT MCAULEY	MUSKEGON	08/18/2010

or builds each resident's dignity and self respect.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Give professional services that	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SANCTUARY AT MCAULEY	MUSKEGON	08/18/2010
SANCTUARY AT MCAULEY	MUSKEGON	08/18/2010
SANCTUARY AT MCAULEY	MUSKEGON	08/18/2010
SANCTUARY AT MCAULEY	MUSKEGON	08/18/2010
HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	08/18/2010
REGENCY AT WATERFORD	WATERFORD	08/17/2010
REGENCY AT WATERFORD	WATERFORD	08/17/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

meet a professional standard of quality.		harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	08/17/2010
MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	08/17/2010
MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	08/17/2010
NORLITE NURSING CENTER	MARQUETTE	08/17/2010
NORLITE NURSING CENTER	MARQUETTE	08/17/2010
MARWOOD MANOR NURSING HOME	PORT HURON	08/13/2010

residents.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Immediate jeopardy to resident health or

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MARWOOD MANOR NURSING HOME	PORT HURON	08/13/2010
MARWOOD MANOR NURSING HOME	PORT HURON	08/13/2010
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	08/13/2010
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	08/13/2010
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	08/13/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		safety
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/12/2010
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/12/2010
HOLT SENIOR CARE AND REHAB CENTER, L L C	HOLT	08/12/2010
HOLT SENIOR CARE AND REHAB CENTER, L L C	HOLT	08/12/2010
HOLT SENIOR CARE AND REHAB CENTER, L L C	HOLT	08/12/2010
SAMARITAN MANOR	DETROIT	08/12/2010
SAMARITAN MANOR	DETROIT	08/12/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide written records when a resident is transferred or discharged.	Pattern	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Pattern	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Pattern	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAMARITAN MANOR	DETROIT	08/12/2010
SAMARITAN MANOR	DETROIT	08/12/2010
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	08/11/2010
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	08/11/2010
CRESTMONT NURSING CARE CENTER	FENTON	08/11/2010
CRESTMONT NURSING CARE CENTER	FENTON	08/11/2010
LAKELAND CENTER (THE)	SOUTHFIELD	08/11/2010
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	08/10/2010

products available, which are needed every day and in emergencies, and give them out properly.		harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	SHORES	
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	08/10/2010
LAURELS OF COLDWATER,THE	COLDWATER	08/09/2010
HOLLY CONVALESCENT CENTER	HOLLY	08/09/2010
HOLLY CONVALESCENT CENTER	HOLLY	08/09/2010
HOLLY CONVALESCENT CENTER	HOLLY	08/09/2010
HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	MUSKEGON	08/06/2010

legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SANCTUARY AT THE ABBEY	WARREN	08/06/2010
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	08/05/2010
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	08/05/2010
GRACE OF DOUGLAS	DOUGLAS	08/05/2010
GRACE OF DOUGLAS	DOUGLAS	08/05/2010
CARETEL INNS OF TRI-CITIES	BAY CITY	08/05/2010
HEATHER HILLS CARE CENTER	GRAND RAPIDS	08/05/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

quality.		
Give special rehabilitation by skilled workers, when ordered by a doctor.	Pattern	Minimal harm or potential for actual harm
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Check and update (if needed) each resident's assessment	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEATHER HILLS CARE CENTER	GRAND RAPIDS	08/05/2010
HEATHER HILLS CARE CENTER	GRAND RAPIDS	08/05/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	08/04/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	08/04/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	08/04/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	08/04/2010

every 3 months.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Hire enough skilled workers to carry out dietary service.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BEACONSHIRE NURSING CENTRE	DETROIT	08/03/2010
BEACONSHIRE NURSING CENTRE	DETROIT	08/03/2010
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	08/02/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	08/02/2010
THE CARRIAGE HOUSE OF BAY CITY	BAY CITY	08/02/2010
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	07/29/2010
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	07/29/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

resident.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
ROOSEVELT PARK NURSING AND REHABILITATION COMMUNIT	MUSKEGON	07/29/2010
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	07/28/2010
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	07/28/2010

care, and prostheses.		
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	HEIGHTS	
TENDERCARE MIDLAND	MIDLAND	07/28/2010
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	07/28/2010
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	07/28/2010
METRON OF LAMONT	LAMONT	07/28/2010
METRON OF LAMONT	LAMONT	07/28/2010
NORTHFIELD PLACE	WHITMORE LAKE	07/28/2010
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	07/27/2010
NORLITE NURSING CENTER	MARQUETTE	07/27/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

cannot care for themselves receive help with eating/drinking, grooming and hygiene.		harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

NORLITE NURSING CENTER	MARQUETTE	
NORLITE NURSING CENTER	MARQUETTE	07/27/2010
NORLITE NURSING CENTER	MARQUETTE	07/27/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	07/27/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	07/27/2010
HELEN NEWBERRY JOY HOSP LTCU	NEWBERRY	07/26/2010
HEALTHSOURCE SAGINAW, INC	SAGINAW	07/25/2010
HEALTHSOURCE SAGINAW, INC	SAGINAW	07/25/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BAY COUNTY MEDICAL CARE FACILITY	ESSEXVILLE	07/23/2010
METRON OF GREENVILLE	GREENVILLE	07/23/2010
METRON OF GREENVILLE	GREENVILLE	07/23/2010
BORTZ HEALTH CARE OF WARREN	WARREN	07/23/2010
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	07/23/2010
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	07/23/2010

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	07/23/2010
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	07/23/2010
TENDERCARE CLARE	CLARE	07/22/2010
SCHNEPP SENIOR CARE AND REHAB CENTER	SAINT LOUIS	07/22/2010
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	07/21/2010
MICHIGAN MASONIC HOME	ALMA	07/21/2010
HEARTLAND HEALTH CARE CENTER-	GROSSE POINTE	07/20/2010

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Immediate jeopardy to resident health or

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GEORGIAN EAST	WOODS	
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	07/20/2010
BRITTANY MANOR	MIDLAND	07/20/2010
MARYWOOD NURSING CARE CENTER	LIVONIA	07/20/2010
JAMIESON NURSING HOME	HARRISVILLE	07/20/2010
JAMIESON NURSING HOME	HARRISVILLE	07/20/2010
JAMIESON NURSING HOME	HARRISVILLE	07/20/2010
HOPE HEALTHCARE CENTER	WESTLAND	07/16/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF YALE, INC	YALE	07/16/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	07/16/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	07/16/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	07/16/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	07/16/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	07/16/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	07/16/2010

catheter, unless it is necessary.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Pattern	Immediate jeopardy to resident health or safety
Get rid of garbage properly.	Isolated	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OCEANA CO MD CARE FACILITY	HART	07/15/2010
LUTHER MANOR NURSING HOME	SAGINAW	07/15/2010
SAGINAW GERIATRICS HOME	SAGINAW	07/15/2010
INN AT FREEDOM VILLAGE, THE	HOLLAND	07/14/2010
INN AT FREEDOM VILLAGE, THE	HOLLAND	07/14/2010
INN AT FREEDOM VILLAGE, THE	HOLLAND	07/14/2010

residents.		
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that	Widespread	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

INN AT FREEDOM VILLAGE, THE	HOLLAND	07/14/2010
OUR LADY OF MERCY HEALTH AND REHAB	HUBBELL	07/14/2010
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	07/13/2010
MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	DETROIT	07/13/2010
REDFORD GERIATRIC VILLAGE	DETROIT	07/12/2010
VALLEY HEALTH CENTER	GRAND RAPIDS	07/12/2010
HEARTLAND HEALTH CARE CENTER-	GROSSE POINTE	07/09/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

leads to the highest possible level of well being for each resident.		
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GEORGIAN EAST	WOODS	
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	07/09/2010
WESTWOOD NURSING CENTER	DETROIT	07/09/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	07/09/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	07/09/2010
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	07/09/2010
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	07/07/2010

or builds each resident's dignity and self respect.		harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BEACONSHIRE NURSING CENTRE	DETROIT	07/07/2010
BEACONSHIRE NURSING CENTRE	DETROIT	07/07/2010
BEACONSHIRE NURSING CENTRE	DETROIT	07/07/2010
CHELSEA RETIREMENT COMMUNITY	CHELSEA	07/06/2010
CHELSEA RETIREMENT COMMUNITY	CHELSEA	07/06/2010
CHELSEA RETIREMENT COMMUNITY	CHELSEA	07/06/2010
TENDERCARE CLARE	CLARE	07/02/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE CLARE	CLARE	07/02/2010
TENDERCARE CLARE	CLARE	07/02/2010
SAGINAW GERIATRICS HOME	SAGINAW	07/01/2010
EVERGREEN MANOR SENIOR CARE CE	BATTLE CREEK	06/30/2010
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	06/30/2010
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	06/30/2010
JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	06/29/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	06/29/2010
SPECTRUM HEALTH REHAB AND NURSING CENTER	GRAND RAPIDS	06/29/2010
SPECTRUM HEALTH REHAB AND NURSING CENTER	GRAND RAPIDS	06/29/2010
SPECTRUM HEALTH REHAB AND NURSING CENTER	GRAND RAPIDS	06/29/2010
TENDERCARE PORTAGE	PORTAGE	06/29/2010
TENDERCARE PORTAGE	PORTAGE	06/29/2010

residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE PORTAGE	PORTAGE	06/29/2010
TENDERCARE PORTAGE	PORTAGE	06/29/2010
TENDERCARE PORTAGE	PORTAGE	06/29/2010
TENDERCARE PORTAGE	PORTAGE	06/29/2010
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	06/28/2010
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	06/28/2010
COVENTRY HOUSE INN	ST JOSEPH	06/28/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Widespread	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAURELS OF SANDY CREEK (THE)	WAYLAND	06/24/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	06/24/2010
LAURELS OF SANDY CREEK (THE)	WAYLAND	06/24/2010
LAHSER HILLS CARE CENTRE	SOUTHFIELD	06/24/2010
LAHSER HILLS CARE CENTRE	SOUTHFIELD	06/24/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	06/24/2010
ST JAMES NURSING CENTER	DETROIT	06/24/2010
ST JAMES NURSING CENTER	DETROIT	06/24/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOWELL CARE CENTER	HOWELL	06/23/2010
HOWELL CARE CENTER	HOWELL	06/23/2010
HOWELL CARE CENTER	HOWELL	06/23/2010
MEDILODGE OF RICHMOND	RICHMOND	06/23/2010
EAST LANSING HEALTH CARE CENTE	EAST LANSING	06/23/2010
RIDGECREST HEALTH CAMPUS	JACKSON	06/22/2010
OKEMOS HEALTH AND REHABILITATION CENTER	OKEMOS	06/22/2010
OKEMOS HEALTH AND REHABILITATION CENTER	OKEMOS	06/22/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	06/21/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	06/21/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	06/21/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	06/21/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	06/21/2010
LAHSER HILLS CARE CENTRE	SOUTHFIELD	06/20/2010
LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	CLINTON TOWNSHIP	06/18/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors see a resident's plan of care at every visit and make notes about progress and orders in writing.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Widespread	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	06/18/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	06/18/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	06/18/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	06/18/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	06/18/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	06/18/2010
HEARTLAND HEALTH CARE CENTER-CANTON	CANTON	06/18/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERGATE HEALTH CARE CENTER	RIVERVIEW	06/17/2010
LAKEVIEW EXTENDED CARE AND REHAB	HARBOR BEACH	06/15/2010
LAKEVIEW EXTENDED CARE AND REHAB	HARBOR BEACH	06/15/2010
LAKEVIEW EXTENDED CARE AND REHAB	HARBOR BEACH	06/15/2010
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	06/15/2010
EAST LANSING HEALTH CARE CENTE	EAST LANSING	06/15/2010
EAST LANSING HEALTH CARE CENTE	EAST LANSING	06/15/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

and self respect.		
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	06/14/2010
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	06/14/2010
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	06/14/2010
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	06/14/2010
MAGNUMCARE OF HASTINGS, LLC	HASTINGS	06/14/2010
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	06/14/2010

grooming and hygiene.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	DETROIT	06/14/2010
NORTHFIELD PLACE	WHITMORE LAKE	06/14/2010
MEDILODGE OF ST CLAIR INC	SAINT CLAIR	06/11/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	06/10/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	06/10/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	06/10/2010
SCHOOLCRAFT MEDICAL CARE FACILITY	MANISTIQUE	06/09/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SOUTH HAVEN NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	06/09/2010
HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	PLYMOUTH	06/09/2010
SANCTUARY AT THE SHORE	GRAND HAVEN	06/09/2010
SANCTUARY AT THE SHORE	GRAND HAVEN	06/09/2010
SANCTUARY AT THE SHORE	GRAND HAVEN	06/09/2010

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SANCTUARY AT THE SHORE	GRAND HAVEN	06/09/2010
NORTH OTTAWA CARE CENTER	SPRING LAKE	06/09/2010
NORTH OTTAWA CARE CENTER	SPRING LAKE	06/09/2010
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	06/09/2010
MAGNUMCARE OF ADRIAN, LLC	ADRIAN	06/09/2010
HEARTLAND HEALTH CARE CENTER-CRESTVIEW	WYOMING	06/08/2010
SAMARITAN MANOR	DETROIT	06/08/2010
SAMARITAN MANOR	DETROIT	06/08/2010

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Keep the rate of medication	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAMARITAN MANOR	DETROIT	
WEST BLOOMFIELD NURSING & CONV	WEST BLOOMFIELD	06/07/2010
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	06/04/2010
BORTZ HEALTH CARE OF WARREN	WARREN	06/04/2010
HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	PLYMOUTH	06/04/2010
TENDERCARE CLARE	CLARE	06/03/2010
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2010
ST JAMES NURSING CENTER	DETROIT	06/03/2010
ST JAMES NURSING CENTER	DETROIT	06/03/2010
ST JAMES NURSING CENTER	DETROIT	06/03/2010
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	06/03/2010
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	06/03/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF PETOSKEY	PETOSKEY	06/02/2010
BORTZ HEALTH CARE OF PETOSKEY	PETOSKEY	06/02/2010
BORTZ HEALTH CARE OF PETOSKEY	PETOSKEY	06/02/2010
BORTZ HEALTH CARE OF PETOSKEY	PETOSKEY	06/02/2010
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	06/02/2010
MERCY MEMORIAL NURSING CENTER	MONROE	06/02/2010
MERCY MEMORIAL NURSING CENTER	MONROE	06/02/2010
MERCY MEMORIAL NURSING CENTER	MONROE	06/02/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	06/01/2010
SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	06/01/2010
SHIAWASSEE COUNTY MED CARE FAC	CORUNNA	06/01/2010
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	06/01/2010
HOLLAND HOME - FULTON MANOR	GRAND RAPIDS	06/01/2010
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/28/2010
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/28/2010

area is free of dangers that cause accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF TRAVERSE CITY	TRAVERSE CITY	05/26/2010
BORTZ HEALTH CARE OF TRAVERSE CITY	TRAVERSE CITY	05/26/2010
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	05/25/2010
IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	05/25/2010
LAURELS OF COLDWATER,THE	COLDWATER	05/21/2010
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	05/21/2010
HOUGHTON CO MED CARE FACILITY	HANCOCK	05/20/2010

residents.		
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOUGHTON CO MED CARE FACILITY	HANCOCK	05/20/2010
HOUGHTON CO MED CARE FACILITY	HANCOCK	05/20/2010
DURAND SENIOR CARE AND REHAB CENTER, L L C	DURAND	05/20/2010
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	05/20/2010
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	05/19/2010
BROOKCREST	GRANDVILLE	05/19/2010
BROOKCREST	GRANDVILLE	05/19/2010

physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE CASS CITY	CASS CITY	05/19/2010
TENDERCARE CASS CITY	CASS CITY	05/19/2010
TENDERCARE CASS CITY	CASS CITY	05/19/2010
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	05/19/2010
TENDERCARE CLARE	CLARE	05/18/2010
TENDERCARE CLARE	CLARE	05/18/2010
TENDERCARE CLARE	CLARE	05/18/2010

need to alter treatment significantly, or the resident must be transferred or discharged.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give each resident care and	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	05/18/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	05/18/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	05/18/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	05/18/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	05/17/2010
HEARTLAND HEALTH CARE CENTER-	GROSSE POINTE	05/17/2010

services to get or keep the highest quality of life possible.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GEORGIAN EAST	WOODS	
ST ANTHONY NURSING HEALTHCARE	WARREN	05/17/2010
COUNTRYSIDE CARE CENTER	JACKSON	05/17/2010
HENRY FORD VILLAGE, INC	DEARBORN	05/14/2010
HENRY FORD VILLAGE, INC	DEARBORN	05/14/2010
THORNAPPLE MANOR	HASTINGS	05/13/2010
MEDILODGE OF STERLING, L L C	STERLING	05/13/2010
MEDILODGE OF STERLING, L L C	STERLING	05/13/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	05/12/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	05/12/2010
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	05/12/2010
HEARTLAND HEALTH CARE CENTER-JACKSON	JACKSON	05/11/2010
SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	GRAND RAPIDS	05/11/2010
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	05/10/2010
BOULEVARD TEMPLE CARE CENTER, LLC	DETROIT	05/10/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	05/10/2010

working safely.		harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	05/10/2010
LUTHERAN HOME	FRANKENMUTH	05/07/2010
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	05/07/2010
HEARTLAND HEALTH CARE CENTER-WHITEHALL	WHITEHALL	05/06/2010
HEARTLAND HEALTH CARE CENTER-WHITEHALL	WHITEHALL	05/06/2010
KALKASKA MEMORIAL HEALTH CENTER	KALKASKA	05/06/2010
KALKASKA MEMORIAL HEALTH CENTER	KALKASKA	05/06/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW SENIOR CARE AND REHAB CENTER, L L C	SAGINAW	05/05/2010
MARYCREST MANOR	LIVONIA	05/04/2010
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	05/04/2010
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	05/04/2010
MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	WAYNE	05/04/2010
AMERICARE CONVALESCENT CTR	DETROIT	05/03/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make a complete assessment	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HERITAGE MANOR HEALTHCARE CENT	FLINT	04/29/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/29/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/29/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/29/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/29/2010
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	04/29/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

that covers all questions for areas that are listed in official regulations.		
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE MANOR OF FARMINGTON HILLS	FARMINGTON HILLS	04/29/2010
ARBOR MANOR CARE CENTER	SPRING ARBOR	04/28/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	04/28/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	04/28/2010
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	04/27/2010
MANOR OF SOUTHGATE SKILLED NURSING & REHAB	SOUTHGATE	04/27/2010
LAHSER HILLS CARE CENTRE	SOUTHFIELD	04/27/2010
SILVERBROOK MANOR	NILES	04/27/2010
SILVERBROOK MANOR	NILES	04/27/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

accidents.		
Honor all of the resident's rights as a resident of the nursing home and as a citizen or resident of the United States.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SILVERBROOK MANOR	NILES	04/27/2010
SILVERBROOK MANOR	NILES	04/27/2010
NORTH OTTAWA CARE CENTER	SPRING LAKE	04/27/2010
NORTH OTTAWA CARE CENTER	SPRING LAKE	04/27/2010
NORTH OTTAWA CARE CENTER	SPRING LAKE	04/27/2010
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	04/26/2010

that covers all questions for areas that are listed in official regulations.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	04/23/2010
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	04/23/2010
MARWOOD MANOR NURSING HOME	PORT HURON	04/23/2010
BORTZ HEALTH CARE OF YPSILANTI	YPSILANTI	04/23/2010
BORTZ HEALTH CARE OF YPSILANTI	YPSILANTI	04/23/2010
ST JUDE NURSING CENTER	LIVONIA	04/21/2010
ST JUDE NURSING CENTER	LIVONIA	04/21/2010
BAY SHORES NURSING CARE CENTER	BAY CITY	04/19/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	04/16/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	04/16/2010
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	04/16/2010
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	04/16/2010
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	04/16/2010
BOULEVARD HEALTH CENTER	ROCHESTER	04/16/2010

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	HILLS	
METRON OF FOREST HILLS	GRAND RAPIDS	04/14/2010
METRON OF FOREST HILLS	GRAND RAPIDS	04/14/2010
METRON OF FOREST HILLS	GRAND RAPIDS	04/14/2010
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	04/14/2010
SANCTUARY AT THE ABBEY	WARREN	04/14/2010
SANCTUARY AT THE ABBEY	WARREN	04/14/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	CLINTON TOWNSHIP	04/14/2010
LAKEPOINTE SENIOR CARE AND REHAB CENTER, L L C	CLINTON TOWNSHIP	04/14/2010
HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	PLYMOUTH	04/13/2010
HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	04/13/2010
HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	04/13/2010
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	04/12/2010

resident.		
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

REGENCY AT WATERFORD	WATERFORD	04/12/2010
REGENCY AT WATERFORD	WATERFORD	04/12/2010
SAMARITAN MANOR	DETROIT	04/09/2010
BROOKCREST	GRANDVILLE	04/08/2010
BROOKCREST	GRANDVILLE	04/08/2010
BROOKCREST	GRANDVILLE	04/08/2010
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	04/08/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA WOODS NURSING AND REHABILITATION	LIVONIA	04/08/2010
LIVONIA WOODS NURSING AND REHABILITATION	LIVONIA	04/08/2010
LIVONIA WOODS NURSING AND REHABILITATION	LIVONIA	04/08/2010
MEDILODGE OF YALE, INC	YALE	04/07/2010
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	04/07/2010
PAUL OLIVER MEMORIAL HOSPITAL LTCU	FRANKFORT	04/07/2010
PAUL OLIVER MEMORIAL HOSPITAL LTCU	FRANKFORT	04/07/2010

accidents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

PAUL OLIVER MEMORIAL HOSPITAL LTCU	FRANKFORT	04/07/2010
HICKORY RIDGE OF TEMPERANCE	TEMPERANCE	04/07/2010
HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	MUSKEGON	04/06/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	04/06/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	04/06/2010
MEDILODGE OF HILLMAN	HILLMAN	04/06/2010

property.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF HILLMAN	HILLMAN	04/06/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	04/06/2010
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	04/06/2010
OMNI CONTINUING CARE	DETROIT	04/05/2010
OMNI CONTINUING CARE	DETROIT	04/05/2010
OMNI CONTINUING CARE	DETROIT	04/05/2010
SHELBY NURSING CENTER	SHELBY TOWNSHIP	04/05/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/02/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

sores or heal existing bed sores.		
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GEORGIAN BLOOMFIELD	HILLS	
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/02/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/02/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/02/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	04/02/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	04/02/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	04/02/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	04/02/2010
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	04/02/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	HILLS	
MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	DETROIT	04/02/2010
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	04/01/2010
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	04/01/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	04/01/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	04/01/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	04/01/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	04/01/2010
MARVIN & BETTY DANTO FAMILY HEALTH	WEST	04/01/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

mistreatment, neglect and abuse of residents and theft of residents' property.		harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	
METRON OF GREENVILLE	GREENVILLE	04/01/2010
TENDERCARE GAYLORD	GAYLORD	04/01/2010
CRANBROOK GERIATRIC VILLAGE	DETROIT	04/01/2010
CRANBROOK GERIATRIC VILLAGE	DETROIT	04/01/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	03/31/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	03/31/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	03/31/2010
CAMBRIDGE SOUTH HEALTHCARE CTR	BEVERLY HILLS	03/29/2010
MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	03/29/2010
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	03/26/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	03/26/2010
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	03/26/2010
TENDERCARE OF LUDINGTON	LUDINGTON	03/25/2010
TENDERCARE OF LUDINGTON	LUDINGTON	03/25/2010
TENDERCARE OF LUDINGTON	LUDINGTON	03/25/2010
TENDERCARE OF LUDINGTON	LUDINGTON	03/25/2010

and self respect.		
Protect a resident's right to refuse some types of non-requested transfers within the nursing home.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BAY COUNTY MEDICAL CARE FACILITY	ESSEXVILLE	03/24/2010
WESTGATE NURSING & REHAB COMMUNITY	IRONWOOD	03/24/2010
OVID HEALTHCARE CENTER	OVID	03/24/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	03/23/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	03/23/2010
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	03/23/2010
APPLEWOOD NURSING CENTER INC	WOODHAVEN	03/22/2010
OAKPOINTE SENIOR CARE AND REHAB	DETROIT	03/19/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, physical punishment, and being separated from others.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	
HERITAGE MANOR HEALTHCARE CENT	FLINT	03/19/2010
HERITAGE MANOR HEALTHCARE CENT	FLINT	03/19/2010
SANCTUARY AT ST MARY'S	GRAND RAPIDS	03/19/2010
MEDILODGE OF STERLING, L L C	STERLING	03/19/2010
TENDERCARE WEST	LANSING	03/18/2010
AUTUMNWOOD OF LIVONIA	LIVONIA	03/18/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AUTUMNWOOD OF LIVONIA	LIVONIA	03/18/2010
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	03/18/2010
BORGESS GARDENS	KALAMAZOO	03/16/2010
BORGESS GARDENS	KALAMAZOO	03/16/2010
BORGESS GARDENS	KALAMAZOO	03/16/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

be transferred or discharged.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause unwanted effects.	Isolated	Actual harm
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	03/16/2010
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	03/16/2010
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	03/16/2010
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	03/16/2010
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	03/16/2010
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	03/16/2010
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	03/16/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents'	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	03/15/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	03/15/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	03/15/2010
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	03/15/2010
LUTHERAN HOME LIVONIA	LIVONIA	03/15/2010
LUTHERAN HOME LIVONIA	LIVONIA	03/15/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

property.		
Keep safe, clean and homelike surroundings.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE MARSHALL	MARSHALL	03/12/2010
TENDERCARE MARSHALL	MARSHALL	03/12/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	03/10/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	03/10/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	03/10/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	03/10/2010
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	03/10/2010
ARBOR MANOR CARE CENTER	SPRING ARBOR	03/10/2010
ARBOR MANOR CARE CENTER	SPRING ARBOR	03/10/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
Protect each resident from all	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HURON CO MED CARE FACILITY	BAD AXE	
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
HURON CO MED CARE FACILITY	BAD AXE	03/09/2010
SANCTUARY AT FRASER VILLA	FRASER	03/09/2010
FOUR CHAPLAINS NRSG CARE CTR	WESTLAND	03/09/2010
OVID HEALTHCARE CENTER	OVID	03/09/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OVID HEALTHCARE CENTER	OVID	03/09/2010
OVID HEALTHCARE CENTER	OVID	03/09/2010
SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	GRAND RAPIDS	03/08/2010
SPECTRUM HEALTH REHAB & NURSING CENTER-FULLER AVE	GRAND RAPIDS	03/08/2010
LAKELAND SPECIALTY HOSPITAL AT BERRIEN CENTER	BERRIEN CENTER	03/08/2010
BOULEVARD TEMPLE CARE CENTER, LLC	DETROIT	03/05/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-CANTON	CANTON	03/05/2010
HEARTLAND HEALTH CARE CENTER-CANTON	CANTON	03/05/2010
MICHIGAN CHRISTIAN HOME	GRAND RAPIDS	03/05/2010
HEARTLAND OF HOLLAND	HOLLAND	03/03/2010
HEARTLAND OF HOLLAND	HOLLAND	03/03/2010
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	03/03/2010
GILBERT RESIDENCE (THE)	YPSILANTI	03/03/2010
LIVONIA WOODS NURSING AND REHABILITATION	LIVONIA	03/02/2010
LIVONIA WOODS NURSING AND REHABILITATION	LIVONIA	03/02/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CHRISTIAN CARE NURSING CENTER	MUSKEGON	03/02/2010
CHRISTIAN CARE NURSING CENTER	MUSKEGON	03/02/2010
CHRISTIAN CARE NURSING CENTER	MUSKEGON	03/02/2010
WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	03/01/2010
SAGINAW GERIATRICS HOME	SAGINAW	03/01/2010
GRAYLING NURSING & REHAB COMMUNITY	GRAYLING	02/25/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	02/24/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	02/24/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	02/24/2010
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	02/24/2010
PORTER HILLS HEALTH CENTER	GRAND RAPIDS	02/24/2010
PORTER HILLS HEALTH CENTER	GRAND RAPIDS	02/24/2010
AMBASSADOR NURSING AND REHABILITATION CENTER	DETROIT	02/23/2010
AMBASSADOR NURSING AND REHABILITATION CENTER	DETROIT	02/23/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Provide a tasty and well-balanced diet that meets the nutritional needs of each resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give the resident's legal representative the same rights as the resident.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERGATE TERRACE	RIVERVIEW	02/23/2010
RIVERGATE HEALTH CARE CENTER	RIVERVIEW	02/19/2010
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	02/19/2010
WILLOWBROOK MANOR	FLINT	02/19/2010
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	02/18/2010
CRESTMONT NURSING CARE CENTER	FENTON	02/18/2010
BAY COUNTY MEDICAL CARE FACILITY	ESSEXVILLE	02/17/2010
SHELBY NURSING CENTER	SHELBY TOWNSHIP	02/17/2010
SHELBY NURSING CENTER	SHELBY	02/17/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SHELBY NURSING CENTER	SHELBY TOWNSHIP	
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	02/17/2010
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	02/17/2010
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	02/17/2010
REGENCY MANOR NURSING & REHABILITATION CENTER	UTICA	02/17/2010
METRON OF BIG RAPIDS	BIG RAPIDS	02/16/2010
METRON OF BIG RAPIDS	BIG RAPIDS	02/16/2010
LAHSER HILLS CARE CENTRE	SOUTHFIELD	02/16/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Properly care for residents	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BORTZ HEALTH CARE OF WARREN	WARREN	02/12/2010
BORTZ HEALTH CARE OF WARREN	WARREN	02/12/2010
BOULEVARD MANOR, LLC	DETROIT	02/11/2010
SANCTUARY AT ALEXANDER	ROYAL OAK	02/11/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	02/11/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	02/11/2010
THE LODGE AT MAPLECREEK	GRAND RAPIDS	02/11/2010

needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CARETEL INNS OF TRI-CITIES	BAY CITY	02/11/2010
HOLLY CONVALESCENT CENTER	HOLLY	02/11/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	02/10/2010
REGENCY HEALTHCARE CENTRE	TAYLOR	02/10/2010
ALAMO NURSING HOME INC	KALAMAZOO	02/08/2010

area is free of dangers that cause accidents.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	02/08/2010
PROVINCIAL HOUSE OF ADRIAN	ADRIAN	02/05/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	02/04/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	02/04/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	02/04/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	02/04/2010
HEARTLAND HEALTH CARE CENTER-GEORGIAN EAST	GROSSE POINTE WOODS	02/04/2010
TENDERCARE HEALTH CENTER OF LEELANAU	SUTTONS BAY	02/04/2010
TENDERCARE PORTAGE	PORTAGE	02/03/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give or get emergency care by a doctor 24 hours a day.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAW-DEN NURSING HOME	DETROIT	02/03/2010
SILVERBROOK MANOR	NILES	02/02/2010
SILVERBROOK MANOR	NILES	02/02/2010
HENRY FORD VILLAGE, INC	DEARBORN	02/02/2010
HENRY FORD VILLAGE, INC	DEARBORN	02/02/2010
EVERGREEN MANOR SENIOR CARE CE	BATTLE CREEK	02/01/2010
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	02/01/2010
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	02/01/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy,	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE VILLAGE REHABILITATION AND CARE CENTER	ARMADA	01/29/2010
DURAND SENIOR CARE AND REHAB CENTER, L L C	DURAND	01/28/2010
DURAND SENIOR CARE AND REHAB CENTER, L L C	DURAND	01/28/2010
BURCHAM HILLS RETIREMENT CTR	EAST LANSING	01/28/2010
BURCHAM HILLS RETIREMENT CTR	EAST LANSING	01/28/2010
HOUGHTON CO MED CARE FACILITY	HANCOCK	01/27/2010
HOUGHTON CO MED CARE FACILITY	HANCOCK	01/27/2010
HOUGHTON CO MED CARE FACILITY	HANCOCK	01/27/2010

tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Quickly tell the resident's doctor	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOUGHTON CO MED CARE FACILITY	HANCOCK	
METRON OF FOREST HILLS	GRAND RAPIDS	01/27/2010
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	01/26/2010
CYPRESS MANOR HEALTH AND REHAB	HANCOCK	01/26/2010
CYPRESS MANOR HEALTH AND REHAB	HANCOCK	01/26/2010
CAMELOT HALL CONVALESCENT CTR	LIVONIA	01/22/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Quickly tell the resident's doctor the results of lab tests.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CAMELOT HALL CONVALESCENT CTR	LIVONIA	01/22/2010
CAMELOT HALL CONVALESCENT CTR	LIVONIA	01/22/2010
CAMELOT HALL CONVALESCENT CTR	LIVONIA	01/22/2010
REGENCY AT WATERFORD	WATERFORD	01/21/2010
ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	01/21/2010
ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	01/21/2010
ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	01/21/2010

quality.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	01/21/2010
ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	01/21/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	01/20/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	01/20/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	01/20/2010
MARVIN & BETTY DANTO FAMILY HEALTH CARE CENTER	WEST BLOOMFIELD	01/20/2010
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	01/19/2010
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	01/19/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

complaints quickly.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep medical records for the length of time that is required.	Isolated	Minimal harm or potential for actual harm
Provide activities to meet the needs of each resident.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	01/19/2010
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	01/19/2010
TENDERCARE HC OF FRANKENMUTH	FRANKENMUTH	01/19/2010
HOWELL CARE CENTER	HOWELL	01/19/2010
HOWELL CARE CENTER	HOWELL	01/19/2010
HOWELL CARE CENTER	HOWELL	01/19/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	01/19/2010
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	01/19/2010
LUTHERAN HOME LIVONIA	LIVONIA	01/19/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

needs of each resident.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Let the resident or the resident's representative look at all records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF ST CLAIR INC	SAINT CLAIR	01/13/2010
METRON OF BIG RAPIDS	BIG RAPIDS	01/12/2010
METRON OF BIG RAPIDS	BIG RAPIDS	01/12/2010
METRON OF BIG RAPIDS	BIG RAPIDS	01/12/2010
METRON OF BIG RAPIDS	BIG RAPIDS	01/12/2010
THORNAPPLE MANOR	HASTINGS	01/11/2010
THORNAPPLE MANOR	HASTINGS	01/11/2010

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THORNAPPLE MANOR	HASTINGS	01/11/2010
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	01/11/2010
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	01/11/2010
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	01/11/2010
WHITEHILLS HEALTH CARE CENTER	EAST LANSING	01/11/2010
WHITEHILLS HEALTH CARE CENTER	EAST LANSING	01/11/2010
WHITEHALL HEALTHCARE CENTER OF NOVI	NOVI	01/11/2010
MEDILODGE OF MONTROSE INC	MONTROSE	01/08/2010

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Widespread	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF MONTROSE INC	MONTROSE	01/08/2010
CARE AND REHABILITATION CENTER AT GLACIER HILLS (T	ANN ARBOR	01/07/2010
VISTA GRANDE VILLA	JACKSON	01/07/2010
FARMINGTON HEALTH CARE CENTER	FARMINGTON	01/07/2010
FARMINGTON HEALTH CARE CENTER	FARMINGTON	01/07/2010
FARMINGTON HEALTH CARE CENTER	FARMINGTON	01/07/2010
FARMINGTON HEALTH CARE CENTER	FARMINGTON	01/07/2010

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOWELL CARE CENTER	HOWELL	01/07/2010
HOWELL CARE CENTER	HOWELL	01/07/2010
HOWELL CARE CENTER	HOWELL	01/07/2010
REGENCY ON THE LAKE - FORT GRATIOT	FORT GRATIOT	01/06/2010
HILTON CONVALESCENT HOME	FERNDALE	01/05/2010
HILTON CONVALESCENT HOME	FERNDALE	01/05/2010
PINE RIVER HEALTHCARE CENTER	SAINT LOUIS	01/05/2010
PINE RIVER HEALTHCARE CENTER	SAINT LOUIS	01/05/2010
HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	PLYMOUTH	01/05/2010

care, and prostheses.		
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

PLYMOUTH COURT		
PAUL OLIVER MEMORIAL HOSPITAL LTCU	FRANKFORT	01/05/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	01/05/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	01/05/2010
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	01/05/2010
BORGESS GARDENS	KALAMAZOO	01/04/2010
CARETEL INNS OF BRIGHTON	BRIGHTON	01/04/2010
THE CARRIAGE HOUSE OF BAY CITY	BAY CITY	12/28/2009
BAYSIDE VILLAGE	L' ANSE	12/23/2009

services to get or keep the highest quality of life possible.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND HOME - FULTON MANOR	GRAND RAPIDS	12/22/2009
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	12/22/2009
HOPE HEALTHCARE CENTER	WESTLAND	12/21/2009
HEARTLAND HEALTH CARE CENTER-OAKLAND	TROY	12/21/2009
HEARTLAND HEALTH CARE CENTER-OAKLAND	TROY	12/21/2009
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	12/18/2009
GRAND BLANC REHABILITATION & NURSING CENTER	GRAND BLANC	12/18/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	12/18/2009
MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	12/18/2009
MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	12/18/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	12/17/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	12/17/2009
HOYT NURSING & REHAB CENTRE	SAGINAW	12/16/2009
LOURDES NURSING HOME	WATERFORD	12/15/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LOURDES NURSING HOME	WATERFORD	12/15/2009
TENDERCARE GAYLORD	GAYLORD	12/15/2009
HOLLAND HOME - BRETON REHABILITATION LIVING CENTRE	GRAND RAPIDS	12/15/2009
FOUNTAIN VIEW OF MONROE	MONROE	12/14/2009
FOUNTAIN VIEW OF MONROE	MONROE	12/14/2009
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	12/14/2009
HICKORY RIDGE OF TEMPERANCE	TEMPERANCE	12/14/2009
HICKORY RIDGE OF TEMPERANCE	TEMPERANCE	12/14/2009
THE OAKS AT NORTHPOINTE WOODS	BATTLE CREEK	12/11/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

being separated from others.		
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Actual harm
post nurse staffing information.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

THE OAKS AT NORTHPOINTE WOODS	BATTLE CREEK	12/11/2009
HEALTHSOURCE SAGINAW, INC	SAGINAW	12/09/2009
HEALTHSOURCE SAGINAW, INC	SAGINAW	12/09/2009
HEALTHSOURCE SAGINAW, INC	SAGINAW	12/09/2009
HEALTHSOURCE SAGINAW, INC	SAGINAW	12/09/2009
CRANBROOK GERIATRIC VILLAGE	DETROIT	12/09/2009

sores or heal existing bed sores.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Keep all essential equipment working safely.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if:	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CRANBROOK GERIATRIC VILLAGE	DETROIT	12/09/2009
CRANBROOK GERIATRIC VILLAGE	DETROIT	12/09/2009
AMERICARE CONVALESCENT CTR	DETROIT	12/09/2009
AMERICARE CONVALESCENT CTR	DETROIT	12/09/2009
REGENCY HEALTHCARE CENTRE	TAYLOR	12/08/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	12/08/2009
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	12/08/2009
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	12/08/2009
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	12/08/2009
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	12/08/2009
TENDERCARE WEST	LANSING	12/07/2009
TENDERCARE WEST	LANSING	12/07/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AUTUMNWOOD OF LIVONIA	LIVONIA	12/07/2009
HEARTLAND HEALTH CARE CENTER-BRIARWOOD	FLINT	12/04/2009
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	12/04/2009
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	12/04/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	12/04/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	12/04/2009
THE MANOR OF FARMINGTON HILLS	FARMINGTON HILLS	12/04/2009
THE MANOR OF FARMINGTON HILLS	FARMINGTON	12/04/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Let the resident refuse treatment or refuse to take part in an experiment.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	HILLS	
THE MANOR OF FARMINGTON HILLS	FARMINGTON HILLS	12/04/2009
THE MANOR OF FARMINGTON HILLS	FARMINGTON HILLS	12/04/2009
THE MANOR OF FARMINGTON HILLS	FARMINGTON HILLS	12/04/2009
TRANSITIONAL HEALTH SERVICES OF WAYNE	WAYNE	12/04/2009
COUNTRYSIDE CARE CENTER	JACKSON	12/04/2009
COUNTRYSIDE CARE CENTER	JACKSON	12/04/2009
COUNTRYSIDE CARE CENTER	JACKSON	12/04/2009
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	12/03/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

from spreading.		harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE ALPENA	ALPENA	12/02/2009
PROVINCIAL HOUSE OF ADRIAN	ADRIAN	12/02/2009
LAURELS OF CARSON CITY	CARSON CITY	12/02/2009
LAURELS OF HUDSONVILLE (THE)	HUDSONVILLE	11/30/2009
WOODWARD HILLS NURSING CENTER	BLOOMFIELD HILLS	11/30/2009
WOODWARD HILLS NURSING CENTER	BLOOMFIELD HILLS	11/30/2009
WOODWARD HILLS NURSING CENTER	BLOOMFIELD HILLS	11/30/2009
LAKEVIEW LUTHERAN MANOR	CADILLAC	11/25/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

wrong time) to less than 5%.		
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep each resident free from drugs that restrain them, unless needed for medical treatment.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	11/24/2009
SANILAC MEDICAL CARE FACILITY	SANDUSKY	11/24/2009
BOULEVARD TEMPLE CARE CENTER, LLC	DETROIT	11/24/2009
NORTHFIELD PLACE	WHITMORE LAKE	11/24/2009
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	11/20/2009
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	11/20/2009
KITH HAVEN	FLINT	11/20/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

KITH HAVEN	FLINT	11/20/2009
KITH HAVEN	FLINT	11/20/2009
JORDANS NURSING HOME	BRIDGMAN	11/20/2009
JORDANS NURSING HOME	BRIDGMAN	11/20/2009
HOUGHTON CO MED CARE FACILITY	HANCOCK	11/19/2009
HOUGHTON CO MED CARE FACILITY	HANCOCK	11/19/2009

services to get or keep the highest quality of life possible.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOUGHTON CO MED CARE FACILITY	HANCOCK	11/19/2009
HOUGHTON CO MED CARE FACILITY	HANCOCK	11/19/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	11/19/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	11/19/2009
TENDERCARE OF LUDINGTON	LUDINGTON	11/19/2009
MANORCARE NURSING AND REHABILITATION CENTER	KINGSFORD	11/18/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MANORCARE NURSING AND REHABILITATION CENTER	KINGSFORD	11/18/2009
MANORCARE NURSING AND REHABILITATION CENTER	KINGSFORD	11/18/2009
ST JAMES NURSING CENTER	DETROIT	11/17/2009
ST JAMES NURSING CENTER	DETROIT	11/17/2009
ARGENTINE CARE CENTER	LINDEN	11/16/2009
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	11/13/2009
LAURELS OF SANDY CREEK (THE)	WAYLAND	11/12/2009
THE VILLAGE OF EAST HARBOR	CHESTERFIELD TOWNSHI	11/12/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LIVONIA WOODS NURSING AND REHABILITATION	LIVONIA	11/12/2009
TENDERCARE TAWAS CITY	TAWAS CITY	11/10/2009
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	11/10/2009
PAUL OLIVER MEMORIAL HOSPITAL LTCU	FRANKFORT	11/10/2009
SHEFFIELD MANOR NURSING & REHAB CENTER	DETROIT	11/10/2009
SHEFFIELD MANOR NURSING & REHAB CENTER	DETROIT	11/10/2009
SHEFFIELD MANOR NURSING & REHAB CENTER	DETROIT	11/10/2009

being separated from others.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF HOWELL	HOWELL	11/09/2009
ST FRANCIS NURSING CENTER	DETROIT	11/09/2009
ST FRANCIS NURSING CENTER	DETROIT	11/09/2009
DIMONDALE NURSING CARE CENTER	DIMONDALE	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
1) Make sure that residents who take drugs are not given too many doses or for too long; 2) make sure that the use of drugs is carefully watched; or 3) stop or change drugs that cause	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009

unwanted effects.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that each residents' abilities to take care of themselves does not lessen, unless a change cannot be avoided.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident gets help to keep vision and hearing.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009
SILVERBROOK MANOR	NILES	11/05/2009
DURAND SENIOR CARE AND REHAB CENTER, L L C	DURAND	11/04/2009
DURAND SENIOR CARE AND REHAB CENTER, L L C	DURAND	11/04/2009
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	11/04/2009
OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	11/04/2009
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	11/04/2009
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	11/04/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Widespread	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Store, cook, and give out food in a safe and clean way.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	11/04/2009
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	11/04/2009
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	11/04/2009
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	11/04/2009
PORTER HILLS HEALTH CENTER	GRAND RAPIDS	11/03/2009
SPECTRUM HEALTH - REED CITY CA	REED CITY	11/02/2009
SHELBY NURSING CENTER	SHELBY TOWNSHIP	10/30/2009

being separated from others.		
Give enough notice to the resident before changing the resident's room or roommate.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SHELBY NURSING CENTER	SHELBY TOWNSHIP	10/30/2009
SHELBY NURSING CENTER	SHELBY TOWNSHIP	10/30/2009
RIVERVIEW MANOR	THREE RIVERS	10/29/2009
RIVERVIEW MANOR	THREE RIVERS	10/29/2009
MANOR OF WAYNE CONTINUING CARE CENTER	WAYNE	10/29/2009
CHEBOYGAN MEM HOSPITAL LTCU	CHEBOYGAN	10/28/2009
REGENCY HEALTHCARE CENTRE	TAYLOR	10/27/2009
REGENCY HEALTHCARE CENTRE	TAYLOR	10/27/2009
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	10/23/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give the right treatment and services to residents who have mental or social problems adjusting.	Isolated	Minimal harm or potential for actual harm
Have a detailed, written plan for disasters and emergencies.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

DEARBORN HEIGHTS	HEIGHTS	
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	10/21/2009
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	10/21/2009
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	10/21/2009
COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009
COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009
COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009
COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

to prevent new bed (pressure) sores or heal existing bed sores.		
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Give or get special rehabilitation if in the patient's plan of care.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009
COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009
COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009
COUNTRYSIDE CARE CENTER	JACKSON	10/21/2009
LAKELAND CENTER (THE)	SOUTHFIELD	10/21/2009
LAKELAND CENTER (THE)	SOUTHFIELD	10/21/2009
LAKELAND CENTER (THE)	SOUTHFIELD	10/21/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy,	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKELAND CENTER (THE)	SOUTHFIELD	10/21/2009
LAKELAND CENTER (THE)	SOUTHFIELD	10/21/2009
LAKELAND CENTER (THE)	SOUTHFIELD	10/21/2009
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	10/20/2009
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	10/20/2009
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	10/20/2009
AUTUMNWOOD OF LIVONIA	LIVONIA	10/20/2009
AUTUMNWOOD OF LIVONIA	LIVONIA	10/20/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AUTUMNWOOD OF LIVONIA	LIVONIA	
AUTUMNWOOD OF LIVONIA	LIVONIA	10/20/2009
AUTUMNWOOD OF LIVONIA	LIVONIA	10/20/2009
AUTUMNWOOD OF LIVONIA	LIVONIA	10/20/2009
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	10/20/2009
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	10/20/2009
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	10/20/2009
BOULEVARD TEMPLE CARE CENTER, LLC	DETROIT	10/19/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE MIDLAND	MIDLAND	10/17/2009
TENDERCARE MIDLAND	MIDLAND	10/17/2009
TENDERCARE MIDLAND	MIDLAND	10/17/2009
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	10/16/2009
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	10/16/2009
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	10/16/2009

cannot care for themselves receive help with eating/drinking, grooming and hygiene.		harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Provide care for each resident in a way that keeps or builds the resident's quality of life.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	10/16/2009
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	10/16/2009
GRACE OF DOUGLAS	DOUGLAS	10/16/2009
GRACE OF DOUGLAS	DOUGLAS	10/16/2009
GRACE OF DOUGLAS	DOUGLAS	10/16/2009
GRACE OF DOUGLAS	DOUGLAS	10/16/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	10/16/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	10/16/2009

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Make sure that nurse aides show	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MIDMICHIGAN GLADWIN PINES NH	GLADWIN	10/16/2009
TENDERCARE TAWAS CITY	TAWAS CITY	10/15/2009
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	10/14/2009
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	10/14/2009
MEDILODGE OF ROCHESTER HILLS, INC	ROCHESTER HILLS	10/14/2009
TUSCOLA COUNTY MEDICAL CARE FACILITY	CARO	10/14/2009
HEARTLAND HEALTH CARE CENTER-	GROSSE POINTE	10/14/2009

they have the skills to be able to care for residents.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that nurse aides show	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GEORGIAN EAST	WOODS	
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/14/2009
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/14/2009
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/14/2009
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	10/14/2009
SAGINAW GERIATRICS HOME	SAGINAW	10/09/2009
MANOR OF NORTHWEST DETROIT SKILLED	DETROIT	10/09/2009

they have the skills to be able to care for residents.		harm
Store, cook, and give out food in a safe and clean way.	Widespread	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

NURSING AND REH		
MANOR OF NORTHWEST DETROIT SKILLED NURSING AND REH	DETROIT	10/09/2009
REGENCY AT WATERFORD	WATERFORD	10/08/2009
ST ANNES CONVALESCENT CENTER	DETROIT	10/08/2009
WESTLAKE HEALTH CAMPUS	COMMERCE	10/08/2009
WESTLAKE HEALTH CAMPUS	COMMERCE	10/08/2009
WESTLAKE HEALTH CAMPUS	COMMERCE	10/08/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

services to get or keep the highest quality of life possible.		harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

NEW LIGHT NURSING HOME	DETROIT	10/07/2009
NEW LIGHT NURSING HOME	DETROIT	10/07/2009
HEARTLAND HEALTH CARE CENTER-CRESTVIEW	WYOMING	10/07/2009
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/02/2009
WESTWOOD NURSING CENTER	DETROIT	10/02/2009
CHIPPEWA COUNTY WAR MEM HOSP LTCU	SAULT SAINTE	09/30/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

or builds each resident's dignity and self respect.		harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Keep each resident free from	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

	MARIE	
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	09/30/2009
OUR LADY OF MERCY HEALTH AND REHAB	HUBBELL	09/30/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	09/29/2009
RESTHAVEN CARE CENTER	HOLLAND	09/29/2009
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	09/29/2009
SHOREPOINTE NURSING CENTER	SAINT CLAIR SHORES	09/29/2009
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	09/28/2009
ASHLEY CARE CENTER	ASHLEY	09/28/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

physical restraints, unless needed for medical treatment.		harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Follow all laws and professional standards.	Widespread	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Pattern	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOPE HEALTHCARE CENTER	WESTLAND	09/25/2009
HERITAGE MANOR HEALTHCARE CENT	FLINT	09/25/2009
HERITAGE MANOR HEALTHCARE CENT	FLINT	09/25/2009
SANCTUARY AT THE ABBEY	WARREN	09/25/2009
SANCTUARY AT THE ABBEY	WARREN	09/25/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

area is free of dangers that cause accidents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SANCTUARY AT THE ABBEY	WARREN	09/25/2009
METRON OF FOREST HILLS	GRAND RAPIDS	09/24/2009
METRON OF FOREST HILLS	GRAND RAPIDS	09/24/2009
METRON OF FOREST HILLS	GRAND RAPIDS	09/24/2009
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	09/24/2009
CARETEL INNS OF BRIGHTON	BRIGHTON	09/24/2009
CARE AND REHABILITATION CENTER AT GLACIER HILLS (T	ANN ARBOR	09/23/2009

sores or heal existing bed sores.		
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	09/23/2009
WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	09/23/2009
WARREN WOODS HEALTH AND REHABILITATION CENTER	WARREN	09/23/2009
IRON RIVER CARE CENTER	IRON RIVER	09/23/2009
METRON OF BIG RAPIDS	BIG RAPIDS	09/22/2009
THE VILLAGE REHABILITATION AND CARE CENTER	ARMADA	09/22/2009
LAURELS OF SANDY CREEK (THE)	WAYLAND	09/17/2009

accidents.		
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MARQUETTE COUNTY MEDICAL CARE FACILITY	ISHPEMING	09/17/2009
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	09/17/2009
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	09/16/2009
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	09/16/2009
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	09/16/2009
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	09/16/2009
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	09/16/2009

needs and preferences of each resident.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOLLY CONVALESCENT CENTER	HOLLY	09/16/2009
HOLLY CONVALESCENT CENTER	HOLLY	09/16/2009
HOLLY CONVALESCENT CENTER	HOLLY	09/16/2009
ELY MANOR	ALLEGAN	09/14/2009
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	09/14/2009
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	09/14/2009
TENDERCARE HEALTH & REHAB CENTER OF HOLLAND	HOLLAND	09/14/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	09/09/2009
HEARTLAND HEALTH CARE CENTER-PLYMOUTH COURT	PLYMOUTH	09/08/2009
TENDERCARE PORTAGE	PORTAGE	09/08/2009
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	09/03/2009
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	09/03/2009
WESTLAND CONVALESCENT & REHAB CENTER	WESTLAND	09/03/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

significantly, or the resident must be transferred or discharged.		
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF YALE, INC	YALE	09/03/2009
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	09/03/2009
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	09/03/2009
ST ANTHONY NURSING HEALTHCARE	WARREN	09/03/2009
LAURELS OF CARSON CITY	CARSON CITY	09/03/2009
LAURELS OF CARSON CITY	CARSON CITY	09/03/2009
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	09/02/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	09/02/2009
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	09/02/2009
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	09/02/2009
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	09/02/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	09/02/2009
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	09/02/2009
KALKASKA MEMORIAL HEALTH CENTER	KALKASKA	09/01/2009
KALKASKA MEMORIAL HEALTH CENTER	KALKASKA	09/01/2009
LAPEER COUNTY MEDICAL CARE FAC	LAPEER	08/31/2009
LAURELS OF HUDSONVILLE (THE)	HUDSONVILLE	08/27/2009
LAURELS OF HUDSONVILLE (THE)	HUDSONVILLE	08/27/2009
HOLLAND HOME - RAYBROOK MANOR	GRAND RAPIDS	08/27/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND HOME - RAYBROOK MANOR	GRAND RAPIDS	08/27/2009
HOLLAND HOME - RAYBROOK MANOR	GRAND RAPIDS	08/27/2009
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	08/27/2009
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	08/27/2009
EVERGREEN HEALTH & LIVING CTR	SOUTHFIELD	08/27/2009
EVERGREEN HEALTH & LIVING CTR	SOUTHFIELD	08/27/2009
DIMONDALE NURSING CARE CENTER	DIMONDALE	08/25/2009
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	08/25/2009

area is free of dangers that cause accidents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep all essential equipment working safely.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKEVIEW LUTHERAN MANOR	CADILLAC	08/24/2009
LAKEVIEW LUTHERAN MANOR	CADILLAC	08/24/2009
LAKEVIEW LUTHERAN MANOR	CADILLAC	08/24/2009
LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	DETROIT	08/20/2009
LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	DETROIT	08/20/2009
GRAND OAKS NURSING CENTER	BALDWIN	08/19/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GRAND OAKS NURSING CENTER	BALDWIN	08/19/2009
GRAND OAKS NURSING CENTER	BALDWIN	08/19/2009
GRAND OAKS NURSING CENTER	BALDWIN	08/19/2009
GRAND OAKS NURSING CENTER	BALDWIN	08/19/2009
GRAND OAKS NURSING CENTER	BALDWIN	08/19/2009
OVID HEALTHCARE CENTER	OVID	08/19/2009
OVID HEALTHCARE CENTER	OVID	08/19/2009

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Immediate jeopardy to resident health or safety
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Give each resident care and services to get or keep the	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

IRON CO MEDICAL CARE FACILITY	CRYSTAL FALLS	08/18/2009
BAY SHORES NURSING CARE CENTER	BAY CITY	08/18/2009
BAY SHORES NURSING CARE CENTER	BAY CITY	08/18/2009
ST JAMES NURSING CENTER	DETROIT	08/18/2009
ST JAMES NURSING CENTER	DETROIT	08/18/2009
ST JAMES NURSING CENTER	DETROIT	08/18/2009

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FISHER SENIOR CARE AND REHAB	MAYVILLE	08/18/2009
HAROLD AND GRACE UPJOHN COMMUN	KALAMAZOO	08/14/2009
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	08/13/2009
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	08/13/2009
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	08/13/2009
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	08/12/2009

residents.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AUTUMN WOODS RESIDENTIAL HLTH	WARREN	08/12/2009
AUTUMN WOODS RESIDENTIAL HLTH	WARREN	08/12/2009
HEARTLAND HEALTH CARE CENTER-CANTON	CANTON	08/11/2009
HEARTLAND HEALTH CARE CENTER-CANTON	CANTON	08/11/2009
HARTFORD NURSING & REHABILITATION CENTER	DETROIT	08/10/2009
PILGRIM MANOR	GRAND RAPIDS	08/07/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Tell the resident or the resident's representative in writing how long the nursing home will hold the resident's bed when the resident temporarily leaves the facility.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	08/06/2009
SAMARITAN MANOR	DETROIT	08/06/2009
SAMARITAN MANOR	DETROIT	08/06/2009
PINECREST MEDICAL CARE FACILITY	POWERS	08/05/2009
PINECREST MEDICAL CARE FACILITY	POWERS	08/05/2009
HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	08/05/2009
HEARTLAND HEALTH CARE CENTER-ANN ARBOR	ANN ARBOR	08/05/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE GREEN VIEW	ALPENA	08/05/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/04/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/04/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/04/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/04/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/04/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	08/04/2009
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	08/04/2009
ORCHARD CREEK SKILLED NURSING	TRAVERSE CITY	08/04/2009
ORCHARD CREEK SKILLED NURSING	TRAVERSE CITY	08/04/2009
HEARTLAND HEALTH CARE CENTER-KNOLLVIEW	MUSKEGON	08/03/2009
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	07/31/2009
PAUL OLIVER MEMORIAL HOSPITAL LTCU	FRANKFORT	07/29/2009

residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE OF WESTWOOD	KALAMAZOO	07/29/2009
TENDERCARE OF WESTWOOD	KALAMAZOO	07/29/2009
TENDERCARE OF WESTWOOD	KALAMAZOO	07/29/2009
TENDERCARE OF WESTWOOD	KALAMAZOO	07/29/2009
TENDERCARE OF WESTWOOD	KALAMAZOO	07/29/2009
TENDERCARE OF WESTWOOD	KALAMAZOO	07/29/2009
JAMIESON NURSING HOME	HARRISVILLE	07/29/2009
JAMIESON NURSING HOME	HARRISVILLE	07/29/2009

highest quality of life possible.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is safe, easy to use, clean and comfortable.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

JAMIESON NURSING HOME	HARRISVILLE	07/29/2009
TENDERCARE KALAMAZOO	KALAMAZOO	07/28/2009
ST FRANCIS HOME	SAGINAW	07/23/2009
ST FRANCIS HOME	SAGINAW	07/23/2009
MEDILODGE OF HOWELL	HOWELL	07/23/2009
MEDILODGE OF HOWELL	HOWELL	07/23/2009
MEDILODGE OF HOWELL	HOWELL	07/23/2009

being separated from others.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Actual harm
Make sure that doctors visit residents regularly, as required.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF HOWELL	HOWELL	07/23/2009
MEDILODGE OF HOWELL	HOWELL	07/23/2009
GRANDVUE MEDICAL CARE FACILITY	EAST JORDAN	07/22/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	07/21/2009
FOUNTAIN VIEW OF MONROE	MONROE	07/21/2009
FOUNTAIN VIEW OF MONROE	MONROE	07/21/2009
FOUNTAIN VIEW OF MONROE	MONROE	07/21/2009

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure all assessments are accurate, coordinated by an RN, done by the right professional, and are signed by the person completing them.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MATHER NURSING CENTER	ISHPEMING	07/21/2009
MATHER NURSING CENTER	ISHPEMING	07/21/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	07/17/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	07/17/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	07/17/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	07/17/2009

accidents.		
1) Protect current or future residents from giving up their Medicaid or Medicare benefits; or 2) follow federal rules for admissions.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ST JAMES NURSING CENTER	DETROIT	07/17/2009
ST JAMES NURSING CENTER	DETROIT	07/17/2009
HOUGHTON CO MED CARE FACILITY	HANCOCK	07/16/2009
PROVIDENCE CHRISTIAN HEALTHCARE & REHAB CTR	ZEELAND	07/16/2009
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	07/15/2009
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	07/15/2009
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	07/15/2009
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	07/15/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	07/15/2009
HEARTLAND HEALTH CARE CENTER-KALAMAZOO	KALAMAZOO	07/15/2009
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	07/14/2009
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	07/14/2009
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	07/14/2009
METRON OF GREENVILLE	GREENVILLE	07/14/2009
METRON OF GREENVILLE	GREENVILLE	07/14/2009

accidents.		
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Isolated	Actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE TRAVERSE CITY	TRAVERSE CITY	07/14/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	07/14/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	07/14/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	07/14/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	07/14/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	07/14/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	07/14/2009
EASTWOOD CONVALESCENT CENTER	DETROIT	07/14/2009

being separated from others.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Be administered in a way that leads to the highest possible level of well being for each resident.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

EASTWOOD CONVALESCENT CENTER	DETROIT	07/14/2009
LUTHERAN HOME	FRANKENMUTH	07/08/2009
PORTAGEPOINTE	HANCOCK	07/08/2009
PORTAGEPOINTE	HANCOCK	07/08/2009
WEST OAKS SENIOR CARE & REHAB CENTER	DETROIT	07/01/2009
GRAYLING NURSING & REHAB COMMUNITY	GRAYLING	07/01/2009

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Screen residents when they are	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	06/30/2009
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	06/30/2009
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	06/30/2009
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	06/30/2009
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	06/30/2009
HEARTLAND HEALTH CARE CENTER-GRAND	GRAND RAPIDS	06/30/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

first admitted to send them to an area with special care for people with developmental disabilities or mental illness, if needed.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RAPIDS		
HEARTLAND HEALTH CARE CENTER-GRAND RAPIDS	GRAND RAPIDS	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, physical punishment, and being separated from others.		
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Immediate jeopardy to resident health or safety
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
OMNI CONTINUING CARE	DETROIT	06/30/2009
SANCTUARY AT MCAULEY	MUSKEGON	06/29/2009
BELLE FOUNTAIN NURSING & REHABILITATION CENTER	RIVERVIEW	06/29/2009

significantly, or the resident must be transferred or discharged.		
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BELLE FOUNTAIN NURSING & REHABILITATION CENTER	RIVERVIEW	06/29/2009
TENDERCARE GAYLORD	GAYLORD	06/25/2009
TENDERCARE GAYLORD	GAYLORD	06/25/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	06/25/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	06/25/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	06/25/2009
ALPHA MANOR NURSING HOME	DETROIT	06/25/2009
ALPHA MANOR NURSING HOME	DETROIT	06/25/2009

resident.		
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Keep temperature levels comfortable and safe.	Pattern	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that residents are safe from serious medication errors.	Isolated	Immediate jeopardy to resident health or safety
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	06/25/2009
TENDERCARE GAYLORD	GAYLORD	06/24/2009
TENDERCARE GAYLORD	GAYLORD	06/24/2009
TENDERCARE GREEN VIEW	ALPENA	06/23/2009
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/18/2009
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/18/2009
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/18/2009
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/18/2009
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/18/2009
BAYSIDE VILLAGE	L' ANSE	06/17/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide needed housekeeping and maintenance.	Isolated	Minimal harm or potential for actual harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE GAYLORD	GAYLORD	06/17/2009
TENDERCARE GAYLORD	GAYLORD	06/17/2009
TENDERCARE GAYLORD	GAYLORD	06/17/2009
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	06/17/2009
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	06/17/2009
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	06/15/2009
HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	06/15/2009

services to get or keep the highest quality of life possible.		harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-SAGINAW	SAGINAW	06/15/2009
CHIPPEWA COUNTY WAR MEM HOSP LTCU	SAULT SAINTE MARIE	06/15/2009
LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	DETROIT	06/15/2009
LAKESHORE HEALTHCARE SKILLED NURSING & SPECIALTY C	DETROIT	06/15/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	06/15/2009
QUALICARE NURSING HOME	DETROIT	06/15/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

QUALICARE NURSING HOME	DETROIT	06/15/2009
HEALTHSOURCE SAGINAW, INC	SAGINAW	06/10/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	06/10/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	06/10/2009
MATHER NURSING CENTER	ISHPEMING	06/10/2009

ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.		
Have licensed, certified, or registered staff to give needed services.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

METRON OF GREENVILLE	GREENVILLE	06/09/2009
CAMBRIDGE EAST HEALTHCARE CENT	MADISON HEIGHTS	06/05/2009
TENDERCARE GAYLORD	GAYLORD	06/05/2009
TENDERCARE GAYLORD	GAYLORD	06/05/2009
CARETEL INNS OF BRIGHTON	BRIGHTON	06/05/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2009

names and addresses of State groups that can help.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2009
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	06/03/2009
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	06/02/2009

theft of personal property.		
Make sure that residents with reduced range of motion get proper treatment and services to increase range of motion.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Pattern	Minimal harm or potential for actual harm
Use a registered nurse at least 8 hours a day, 7 days a week.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	06/02/2009
HEARTLAND HEALTH CARE CENTER-FOSTRIAN	FLUSHING	06/02/2009
SANCTUARY AT THE PARK	MUSKEGON	06/02/2009
SANCTUARY AT THE PARK	MUSKEGON	06/02/2009
SANCTUARY AT THE PARK	MUSKEGON	06/02/2009
OAKWOOD REHABILITATION & SKILLED NURSING CTR-DEARB	DEARBORN	06/02/2009
MEDILODGE OF PLYMOUTH, INC	PLYMOUTH	06/02/2009

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAGINAW SENIOR CARE AND REHAB CENTER, L L C	SAGINAW	06/01/2009
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	05/29/2009
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	05/27/2009
REGENCY HEALTHCARE CENTRE	TAYLOR	05/27/2009
REGENCY HEALTHCARE CENTRE	TAYLOR	05/27/2009
REGENCY HEALTHCARE CENTRE	TAYLOR	05/27/2009
NORTHFIELD PLACE	WHITMORE LAKE	05/27/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OVID HEALTHCARE CENTER	OVID	05/27/2009
OVID HEALTHCARE CENTER	OVID	05/27/2009
THE SPRINGS AT THE FOUNTAINS	KALAMAZOO	05/26/2009
THE SPRINGS AT THE FOUNTAINS	KALAMAZOO	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ST JAMES NURSING CENTER	DETROIT	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009
ST JAMES NURSING CENTER	DETROIT	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009

significantly, or the resident must be transferred or discharged.		
Properly mark drugs and other similar products.	Pattern	Immediate jeopardy to resident health or safety
Set up or keep a group of people to review and ensure quality.	Widespread	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Pattern	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Immediate jeopardy to resident health or safety
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND	SOUTH HAVEN	05/26/2009

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Widespread	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

REHABILITATION COMMUNITY		
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

follow each resident's written care plan.		harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Make sure that a working call system is available in each resident's room or bathroom and bathing area.	Pattern	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Pattern	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Pattern	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COUNTRYSIDE NURSING AND REHABILITATION COMMUNITY	SOUTH HAVEN	05/26/2009
AUSABLE VALLEY COMMUNITY	FAIRVIEW	05/20/2009
AUSABLE VALLEY COMMUNITY	FAIRVIEW	05/20/2009
WEST WOODS OF NILES	NILES	05/20/2009
OCEANA CO MD CARE FACILITY	HART	05/19/2009
REGENCY AT WATERFORD	WATERFORD	05/19/2009
REGENCY AT WATERFORD	WATERFORD	05/19/2009
MEDILODGE OF PORT HURON	FORT GRATIOT	05/19/2009
EVERGREEN HEALTH & LIVING CTR	SOUTHFIELD	05/18/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

highest quality of life possible.		
Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

EVERGREEN HEALTH & LIVING CTR	SOUTHFIELD	05/18/2009
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	05/13/2009
CHRISTIAN PARK HEALTH CARE CENTER	ESCANABA	05/12/2009
CHRISTIAN PARK HEALTH CARE CENTER	ESCANABA	05/12/2009
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009
GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009

sores or heal existing bed sores.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GREENFIELD REHAB AND NURSING CENTER	ROYAL OAK	05/12/2009
VISTA GRANDE VILLA	JACKSON	05/11/2009
VISTA GRANDE VILLA	JACKSON	05/11/2009
VISTA GRANDE VILLA	JACKSON	05/11/2009
LAURELS OF COLDWATER,THE	COLDWATER	05/08/2009
LAKEVIEW EXTENDED CARE AND REHAB	HARBOR BEACH	05/07/2009

meet a professional standard of quality.		harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

LAKEVIEW EXTENDED CARE AND REHAB	HARBOR BEACH	05/07/2009
COUNTRYSIDE CARE CENTER	JACKSON	05/06/2009
COUNTRYSIDE CARE CENTER	JACKSON	05/06/2009
COUNTRYSIDE CARE CENTER	JACKSON	05/06/2009
HOLLY CONVALESCENT CENTER	HOLLY	05/06/2009

residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident enough fluids to keep them healthy and prevent dehydration.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEADOW WOODS NURSING AND REHAB CENTER	BLOOMINGDALE	05/05/2009
KITH HAVEN	FLINT	05/01/2009
KITH HAVEN	FLINT	05/01/2009
KITH HAVEN	FLINT	05/01/2009
TENDERCARE HEALTH CENTER-BIRCHWOOD	TRAVERSE CITY	04/30/2009
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	04/29/2009
WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	04/29/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that doctors visit residents regularly, as required.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

WHITEHALL HEALTHCARE CENTER OF ANN ARBOR	ANN ARBOR	04/29/2009
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	04/28/2009
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	04/28/2009
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	04/28/2009
BROOKHAVEN MEDICAL CARE FACILI	MUSKEGON	04/28/2009
ASHLEY CARE CENTER	ASHLEY	04/28/2009
SANCTUARY AT THE ABBEY	WARREN	04/27/2009
SANCTUARY AT THE ABBEY	WARREN	04/27/2009
IMPERIAL HEALTHCARE CENTRE	DEARBORN HEIGHTS	04/27/2009

care for residents.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Store, cook, and give out food in a safe and clean way.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MENOMINEE CARE CENTER	HEIGHTS MENOMINEE	04/23/2009
JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	04/22/2009
JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	04/22/2009
JACKSON COUNTY MEDICAL CARE FACILITY	JACKSON	04/22/2009
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	04/17/2009
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	04/17/2009
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	04/17/2009
ABERDEEN REHABILITATION AND SKILLED NURSING CENTER	TRENTON	04/17/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

similar products.		harm
Give each resident care and services to get or keep the highest quality of life possible.	Pattern	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Pattern	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERGATE TERRACE	RIVERVIEW	04/16/2009
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	04/15/2009
IOSCO CO MEDICAL CARE FACILITY	TAWAS CITY	04/15/2009
BORTZ HEALTH CARE OF ROSE CITY	ROSE CITY	04/15/2009
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	04/15/2009
CLINTON-AIRE HEALTHCARE CENTER	CLINTON TOWNSHIP	04/15/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

REGENCY AT WATERFORD	WATERFORD	04/13/2009
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/13/2009
HERITAGE MANOR HEALTHCARE CENT	FLINT	04/13/2009
HOLLAND HOME - FULTON MANOR	GRAND RAPIDS	04/13/2009
HOLLAND HOME - FULTON MANOR	GRAND RAPIDS	04/13/2009
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	04/10/2009
ST MARY'S NURSING & REHAB CENTER	SAINT CLAIR SHORES	04/10/2009
SUPERIOR WOODS HEALTHCARE CENTER	YPSILANTI	04/10/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure)	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	04/09/2009
GENESYS CONVALESCENT CTR-GRAND	GRAND BLANC	04/09/2009
GRAND TRAVERSE PAVILIONS	TRAVERSE CITY	04/08/2009
CYPRESS MANOR HEALTH AND REHAB	HANCOCK	04/07/2009
ST JUDE NURSING CENTER	LIVONIA	04/07/2009
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	04/06/2009
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	04/06/2009
TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	04/06/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

to prevent new bed (pressure) sores or heal existing bed sores.		
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Have a program to keep infection from spreading.	Widespread	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AMBASSADOR NURSING AND REHABILITATION CENTER	DETROIT	04/02/2009
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/02/2009
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/02/2009
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	04/02/2009
HOPE HEALTHCARE CENTER	WESTLAND	04/01/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Properly mark drugs and other	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOPE HEALTHCARE CENTER	WESTLAND	04/01/2009
HEARTLAND HEALTH CARE CENTER-GEORGIAN BLOOMFIELD	BLOOMFIELD HILLS	03/31/2009
HEARTLAND-WEST BLOOMFIELD	WEST BLOOMFIELD	03/31/2009
EASTWOOD NURSING CENTER	NEGAUNEE	03/31/2009
LAHSER HILLS CARE CENTRE	SOUTHFIELD	03/30/2009
HEARTLAND OF HOLLAND	HOLLAND	03/27/2009
HEARTLAND OF HOLLAND	HOLLAND	03/27/2009
ST JOSEPH'S HEALTHCARE CENTER	HAMTRAMCK	03/27/2009
CLARKSTON SPECIALTY HEALTHCARE CENTER	CLARKSTON	03/27/2009

similar products.		harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Give or get x-rays and other tests to meet the needs of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that meet a professional standard of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CENTER		
PINES REHABILITATION AND HEALTH CARE CENTER, THE	LANSING	03/25/2009
WESTGATE NURSING & REHAB COMMUNITY	IRONWOOD	03/25/2009
HILTON CONVALESCENT HOME	FERNDALE	03/24/2009
OMNI CONTINUING CARE	DETROIT	03/24/2009
HURON WOODS NURSING CENTER	KAWKAWLIN	03/24/2009

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FARMINGTON HEALTH CARE CENTER	FARMINGTON	03/18/2009
LAW-DEN NURSING HOME	DETROIT	03/17/2009
CHESANING NURSING CARE CENTER	CHESANING	03/16/2009
ST ANTHONY NURSING HEALTHCARE	WARREN	03/11/2009
ST ANTHONY NURSING HEALTHCARE	WARREN	03/11/2009
ST ANTHONY NURSING HEALTHCARE	WARREN	03/11/2009
ORCHARD CREEK SKILLED NURSING	TRAVERSE CITY	03/11/2009

being separated from others.		
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HEALTH CENTER OF CHEBOYGAN	CHEBOYGAN	03/10/2009
LAURELS OF MT. PLEASANT (THE)	MOUNT PLEASANT	03/05/2009
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	03/04/2009
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	03/04/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	03/04/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	03/04/2009
ASPIRUS ONTONAGON HOSPITAL, INC	ONTONAGON	03/04/2009
HARTFORD NURSING & REHABILITATION	DETROIT	03/04/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Prepare food that is nutritional, appetizing, tasty, attractive, well-cooked, and at the right temperature.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Provide services to meet the	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CENTER		
MEDILODGE OF YALE, INC	YALE	03/04/2009
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	03/02/2009
CHIPPEWA COUNTY WAR MEM HOSP LTCU	SAULT SAINTE MARIE	03/02/2009
JOSEPHSON NURSING HOME	IRONWOOD	03/02/2009
ALTERCARE OF BIG RAPIDS	BIG RAPIDS	02/27/2009
ALTERCARE OF BIG RAPIDS	BIG RAPIDS	02/27/2009
ALTERCARE OF BIG RAPIDS	BIG RAPIDS	02/27/2009

needs and preferences of each resident.		harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Isolated	Immediate jeopardy to resident health or safety
Let residents give themselves their drugs if they are able.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE GAYLORD	GAYLORD	02/26/2009
MAGNUMCARE OF MONROE	MONROE	02/25/2009
BORGESS GARDENS	KALAMAZOO	02/24/2009
BORGESS GARDENS	KALAMAZOO	02/24/2009
MEDILODGE OF TAYLOR, INC	TAYLOR	02/23/2009
HEARTLAND HEALTH CARE CENTER-BATTLE CREEK	BATTLE CREEK	02/20/2009
REGENCY AT WATERFORD	WATERFORD	02/19/2009

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

REGENCY AT WATERFORD	WATERFORD	02/19/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	02/18/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	02/18/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	02/18/2009
TENDERCARE TRAVERSE CITY	TRAVERSE CITY	02/18/2009
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	02/17/2009
FOUR SEASONS NURSING CENTER OF WESTLAND	WESTLAND	02/17/2009
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	02/13/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	02/13/2009
RIVERVIEW HEALTH AND REHAB CENTER NORTH	DETROIT	02/13/2009
SPECTRUM HEALTH REHAB AND NURSING CENTER	GRAND RAPIDS	02/12/2009
SPECTRUM HEALTH REHAB AND NURSING CENTER	GRAND RAPIDS	02/12/2009
THE CARRIAGE HOUSE OF BAY CITY	BAY CITY	02/12/2009
THE CARRIAGE HOUSE OF BAY CITY	BAY CITY	02/12/2009
THE CARRIAGE HOUSE OF BAY CITY	BAY CITY	02/12/2009

accidents.		
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

FOUNTAIN VIEW OF MONROE	MONROE	02/11/2009
FOUNTAIN VIEW OF MONROE	MONROE	02/11/2009
FOUNTAIN VIEW OF MONROE	MONROE	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Quickly tell the resident's doctor the results of x-rays and other tests.	Isolated	Minimal harm or potential for actual harm
Set up or keep a group of people to review and ensure quality.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009
RIVERVIEW MANOR	THREE RIVERS	02/11/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that nurse aides show they have the skills to be able to care for residents.	Pattern	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	02/11/2009
BOTSFORD CONTINUING HEALTH CENTER	FARMINGTON HILLS	02/11/2009
KITH HAVEN	FLINT	02/10/2009
KITH HAVEN	FLINT	02/10/2009
TENDERCARE HEALTH & REHAB CENTER OF	HOLLAND	02/10/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HOLLAND

CAMBRIDGE NORTH HEALTHCARE CEN	CLAWSON	02/05/2009
CAMBRIDGE NORTH HEALTHCARE CEN	CLAWSON	02/05/2009
CAMBRIDGE NORTH HEALTHCARE CEN	CLAWSON	02/05/2009
REGENCY HEIGHTS-DETROIT	DETROIT	02/04/2009
LINCOLN HAVEN NURSING & REHAB COMMUNITY	LINCOLN	02/04/2009
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	02/03/2009

cannot care for themselves receive help with eating/drinking, grooming and hygiene.		harm
Help and prepare each resident for a safe and easy discharge and transfer from the nursing home.	Isolated	Minimal harm or potential for actual harm
Make sure that nurse aides show they have the skills to be able to care for residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	02/03/2009
GOGEBIC MEDICAL CARE FACILITY	WAKEFIELD	02/03/2009
KITH HAVEN	FLINT	02/02/2009
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	01/30/2009
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	01/30/2009
FAITH HAVEN SENIOR CARE CENTRE	JACKSON	01/30/2009
AUTUMNWOOD OF LIVONIA	LIVONIA	01/30/2009
GRANDVUE MEDICAL CARE FACILITY	EAST JORDAN	01/28/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Keep each resident's personal and medical records private and confidential.	Isolated	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Widespread	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident who enters the nursing home without a catheter is not given a catheter, unless it is necessary.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CRANBROOK GERIATRIC VILLAGE	DETROIT	01/27/2009
CRANBROOK GERIATRIC VILLAGE	DETROIT	01/27/2009
THE VILLAGE OF REDFORD, A SENIOR LIVING COMMUNITY	REDFORD	01/23/2009
MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	01/23/2009
MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	01/23/2009

and self respect.		
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Give proper treatment to residents with feeding tubes to prevent problems (such as aspiration pneumonia, diarrhea, vomiting, dehydration, metabolic abnormalities, nasal-pharyngeal ulcers) and help restore eating skills, if possible.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF STERLING HEIGHTS	STERLING HEIGHTS	01/23/2009
REDFORD GERIATRIC VILLAGE	DETROIT	01/23/2009
THE VILLAGE OF REDFORD, A SENIOR LIVING COMMUNITY	REDFORD	01/22/2009
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	01/22/2009
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	01/22/2009
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	01/22/2009
MAGNUMCARE OF SAGINAW, LLC	SAGINAW	01/22/2009
PORTAGEPOINTE	HANCOCK	01/22/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Provide written records when a resident is transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Isolated	Minimal harm or potential for actual harm
Choose a doctor to be the medical director.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

PORTAGEPOINTE	HANCOCK	01/22/2009
PORTAGEPOINTE	HANCOCK	01/22/2009
PORTAGEPOINTE	HANCOCK	01/22/2009
CANTERBURY-ON-THE-LAKE	WATERFORD	01/21/2009
LAKEVIEW LUTHERAN MANOR	CADILLAC	01/20/2009
LAKEVIEW LUTHERAN MANOR	CADILLAC	01/20/2009
LAKEVIEW LUTHERAN MANOR	CADILLAC	01/20/2009

abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Tell the resident completely about his or her health status.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	01/20/2009
HEARTLAND HEALTH CARE CENTER-DORVIN	LIVONIA	01/20/2009
NORLITE NURSING CENTER	MARQUETTE	01/20/2009
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	01/16/2009
MERCY MEMORIAL NURSING CENTER	MONROE	01/16/2009
FISHER SENIOR CARE AND REHAB	MAYVILLE	01/16/2009
CALHOUN COUNTY MEDICAL CARE FACILITY	BATTLE CREEK	01/15/2009

properly.		
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OAKPOINTE SENIOR CARE AND REHAB CENTER	DETROIT	01/13/2009
CHERRYWOOD NURSING AND LIVING	STERLING HEIGHTS	01/13/2009
FAIRLANE SENIOR CARE AND REHAB CENTER	DETROIT	01/09/2009
BOULEVARD HEALTH CENTER	ROCHESTER HILLS	01/09/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	01/08/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	01/08/2009
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	01/08/2009

accidents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

SAMARITAN MANOR	DETROIT	01/08/2009
SAMARITAN MANOR	DETROIT	01/08/2009
TENDERCARE ALPENA	ALPENA	01/07/2009
TENDERCARE ALPENA	ALPENA	01/07/2009
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	01/07/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	01/07/2009
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	01/07/2009
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	01/07/2009
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	01/07/2009
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	01/07/2009
TENDERCARE HEALTH AND REHABILITATION CTR OF TAYLOR	TAYLOR	01/07/2009
OUR LADY OF MERCY HEALTH AND REHAB	HUBBELL	01/06/2009

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.		
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Properly care for residents needing special services, including: injections, colostomy, ureostomy, ileostomy, tracheostomy care, tracheal suctioning, respiratory care, foot care, and prostheses.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MENOMINEE CARE CENTER	MENOMINEE	01/06/2009
MENOMINEE CARE CENTER	MENOMINEE	01/06/2009
ST FRANCIS HOME	SAGINAW	01/05/2009
RIVERIDGE MANOR	NILES	01/05/2009
MANOR OF BATTLE CREEK SKILLED NURSING AND REHAB	BATTLE CREEK	12/30/2008
LAKELAND SPECIALTY HOSPITAL AT BERRIEN CENTER	BERRIEN CENTER	12/29/2008
LAKELAND CONTINUING CARE CTR-ST JOSEPH	SAINT JOSEPH	12/29/2008
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	12/29/2008
MEDILODGE OF YALE, INC	YALE	12/22/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Make sure that residents who cannot care for themselves receive help with eating/drinking, grooming and hygiene.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
At least once a month, have a licensed pharmacist check the drugs that each resident takes.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MEDILODGE OF YALE, INC	YALE	
LAHSER HILLS CARE CENTRE	SOUTHFIELD	12/19/2008
EASTWOOD CONVALESCENT CENTER	DETROIT	12/19/2008
BAYSIDE VILLAGE	L' ANSE	12/17/2008
BAYSIDE VILLAGE	L' ANSE	12/17/2008
MARWOOD MANOR NURSING HOME	PORT HURON	12/17/2008
MARWOOD MANOR NURSING HOME	PORT HURON	12/17/2008
MIDMICHIGAN GLADWIN PINES NH	GLADWIN	12/16/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Make sure there is a program to prevent/deal with mice, insects, or other pests.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing,	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MIDMICHIGAN GLADWIN PINES NH	GLADWIN	12/16/2008
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	12/15/2008
FATHER MURRAY NURSING AND REHABILITATION CENTRE	CENTER LINE	12/15/2008
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	12/11/2008
HEARTLAND HEALTH CARE CENTER-UNIVERSITY	LIVONIA	12/11/2008
MERCY HOSPITAL- GRAYLING LTCU	GRAYLING	12/11/2008
WESTLAND CONVALESCENT & REHAB	WESTLAND	12/11/2008

neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give professional services that meet a professional standard of quality.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure each resident has the right to choose activities, schedules and health care according to his or her interests, assessment, and plan of care.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CENTER		
TENDERCARE PORTAGE	PORTAGE	12/11/2008
TENDERCARE PORTAGE	PORTAGE	12/11/2008
TENDERCARE PORTAGE	PORTAGE	12/11/2008
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	12/11/2008
TENDERCARE HEALTH CENTER-BIRCHWOOD	TRAVERSE CITY	12/04/2008
AUSABLE VALLEY COMMUNITY	FAIRVIEW	12/01/2008

needs and preferences of each resident.		harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Develop a complete care plan that meets all of a resident's needs, with timetables and actions that can be measured.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AUSABLE VALLEY COMMUNITY	FAIRVIEW	12/01/2008
HILLTOP MANOR HEALTH CARE CENTER	ROSCOMMON	11/26/2008
EAST LANSING HEALTH CARE CENTE	EAST LANSING	11/26/2008
FAIRVIEW LIVING CENTRE	CENTREVILLE	11/18/2008
FAIRVIEW LIVING CENTRE	CENTREVILLE	11/18/2008
FAIRVIEW LIVING CENTRE	CENTREVILLE	11/18/2008
TENDERCARE HEALTH CENTER-MUNISING	MUNISING	11/18/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

investigate any acts or reports of abuse, neglect or mistreatment of residents.		
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Actual harm
Have a program to keep infection from spreading.	Isolated	Minimal harm or potential for actual harm
Keep safe, clean and homelike surroundings.	Pattern	Potential for minimal harm
Give professional services that meet a professional standard of quality.	Widespread	Minimal harm or potential for actual harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HEALTH CENTER-MUNISING	MUNISING	11/18/2008
EASTWOOD NURSING CENTER	NEGAUNEE	11/18/2008
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	11/17/2008
HEARTLAND HEALTH CARE CENTER-ALLEN PARK	ALLEN PARK	11/17/2008
HOPE HEALTHCARE CENTER	WESTLAND	11/14/2008
CASS COUNTY MEDICAL CARE FACIL	CASSOPOLIS	11/13/2008
AMERICARE CONVALESCENT CTR	DETROIT	11/13/2008
AMERICARE CONVALESCENT CTR	DETROIT	11/13/2008
AMERICARE CONVALESCENT CTR	DETROIT	11/13/2008

update the care plan.		
Make sure that the nursing home area is free of dangers that cause accidents.	Pattern	Minimal harm or potential for actual harm
Properly mark drugs and other similar products.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide needed housekeeping and maintenance.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

AMERICARE CONVALESCENT CTR	DETROIT	11/13/2008
BAY BLUFFS-EMMET CO MED CARE FAC	HARBOR SPRINGS	11/10/2008
BAY BLUFFS-EMMET CO MED CARE FAC	HARBOR SPRINGS	11/10/2008
BAY BLUFFS-EMMET CO MED CARE FAC	HARBOR SPRINGS	11/10/2008
FOUR CHAPLAINS NRSG CARE CTR	WESTLAND	11/10/2008
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	11/07/2008
MEDILODGE OF SOUTHFIELD, INC	SOUTHFIELD	11/07/2008

services to get or keep the highest quality of life possible.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Pattern	Minimal harm or potential for actual harm
Keep the rate of medication errors (wrong drug, wrong dose, wrong time) to less than 5%.	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

HERITAGE MANOR HEALTHCARE CENT	FLINT	11/07/2008
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	11/06/2008
MEADOW BROOK MEDICAL CARE FACILITY	BELLAIRE	11/06/2008
HOUGHTON CO MED CARE FACILITY	HANCOCK	11/06/2008
MERCY HOSPITAL- GRAYLING LTCU	GRAYLING	11/06/2008
TENDERCARE HEALTH CENTER-ROGERS CITY	ROGERS CITY	11/06/2008
LAKEVIEW LUTHERAN MANOR	CADILLAC	11/05/2008
PAUL OLIVER MEMORIAL HOSPITAL LTCU	FRANKFORT	11/05/2008
MANOR OF WAYNE SKILLED NURSING AND	WAYNE	11/03/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	WAYNE	
MANOR OF WAYNE SKILLED NURSING AND REHABILITATION	WAYNE	11/03/2008
PROVINCIAL HOUSE OF ADRIAN	ADRIAN	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Make sure that residents are safe from serious medication errors.	Isolated	Minimal harm or potential for actual harm
Write and use a policy that lets each resident return to the nursing home after a hospital stay or leave for therapy.	Isolated	Minimal harm or potential for actual harm
Tell each resident who can get Medicaid benefits about 1) which items and services Medicaid covers and which the resident must pay for; or 2) how to apply for Medicaid, along with the names and addresses of State groups that can help.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008

meet a professional standard of quality.		harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Protect the resident from a transfer or discharge that is not wanted or needed.	Isolated	Minimal harm or potential for actual harm
Develop a plan with the resident and family for the resident's care after leaving the nursing home.	Isolated	Minimal harm or potential for actual harm
Provide enough notice before discharging or transferring a resident.	Isolated	Minimal harm or potential for actual harm
Provide social services for related	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

ARBOR MANOR CARE CENTER	SPRING ARBOR	10/31/2008
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	10/31/2008
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	10/31/2008
HEARTLAND HEALTH CARE CENTER-DEARBORN HEIGHTS	DEARBORN HEIGHTS	10/31/2008
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	10/30/2008
LIFE CARE CENTER OF PLAINWELL	PLAINWELL	10/30/2008

medical problems to help each resident achieve the highest possible quality of life.		harm
Provide a final summary of the resident's health status and a summary of the resident's stay, when the resident is ready to leave the nursing home.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident,	Isolated	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	10/30/2008
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	10/30/2008
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	10/30/2008
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	10/30/2008
COVENANT VILLAGE OF THE GREAT LAKES	GRAND RAPIDS	10/30/2008
WHITEHILLS HEALTH CARE CENTER	EAST LANSING	10/29/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.		harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level of well being for each resident.	Isolated	Immediate jeopardy to resident health or safety
Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Immediate jeopardy to resident health or safety
Keep all essential equipment working safely.	Isolated	Immediate jeopardy to resident health or safety
Have a program to keep infection	Pattern	Minimal harm or potential for actual

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

TENDERCARE HEALTH CENTER OF LEELANAU	SUTTONS BAY	10/28/2008
LUTHERAN HOME LIVONIA	LIVONIA	10/27/2008
EVANGELICAL HOME STERLING HEIGHTS	STERLING HEIGHTS	10/24/2008
REGENCY ON THE LAKE - FORT GRATIOT	FORT GRATIOT	10/24/2008
CHRISTIAN CARE NURSING CENTER	MUSKEGON	10/24/2008
CHRISTIAN CARE NURSING CENTER	MUSKEGON	10/24/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

from spreading.		harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Protect each resident from all abuse, physical punishment, and being separated from others.	Isolated	Immediate jeopardy to resident health or safety
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of abuse, neglect or mistreatment of residents.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

CHRISTIAN CARE NURSING CENTER	MUSKEGON	10/24/2008
JOSEPHSON NURSING HOME	IRONWOOD	10/21/2008
JOSEPHSON NURSING HOME	IRONWOOD	10/21/2008
GRACE OF DOUGLAS	DOUGLAS	10/15/2008
GRACE OF DOUGLAS	DOUGLAS	10/15/2008
TENDERCARE HEALTH & REHAB CENTER OF WYOMING	WYOMING	10/15/2008
ISABELLA CO MEDICAL CARE FACIL	MOUNT PLEASANT	10/14/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

of residents and theft of residents' property.		
Keep each resident free from physical restraints, unless needed for medical treatment.	Isolated	Minimal harm or potential for actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Have enough nurses to care for every resident in a way that maximizes the resident's well being.	Pattern	Minimal harm or potential for actual harm
Make a complete assessment that covers all questions for areas that are listed in official regulations.	Isolated	Minimal harm or potential for actual harm
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Immediate jeopardy to resident health or safety
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

OUR LADY OF MERCY HEALTH AND REHAB	HUBBELL	10/13/2008
MARTHA T BERRY MEDICAL CARE FACILITY	MOUNT CLEMENS	10/09/2008
LAKEVIEW MANOR HEALTHCARE CENTER	TAWAS CITY	10/08/2008
LAKEVIEW MANOR HEALTHCARE CENTER	TAWAS CITY	10/08/2008
GRAND TRAVERSE PAVILIONS	TRAVERSE CITY	10/02/2008
ST JAMES NURSING CENTER	DETROIT	10/02/2008
ST JAMES NURSING CENTER	DETROIT	10/02/2008
ST JAMES NURSING CENTER	DETROIT	10/02/2008
JAMIESON NURSING HOME	HARRISVILLE	10/02/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Set up or keep a group of people to review and ensure quality.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Actual harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Minimal harm or potential for actual harm
Give residents proper treatment to prevent new bed (pressure) sores or heal existing bed sores.	Isolated	Actual harm
Provide social services for related medical problems to help each resident achieve the highest	Pattern	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

JAMIESON NURSING HOME	HARRISVILLE	10/02/2008
JAMIESON NURSING HOME	HARRISVILLE	10/02/2008
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	10/01/2008
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	10/01/2008
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	10/01/2008
MACKINAC STRAITS LONG TERM CARE UNIT	SAINT IGNACE	10/01/2008

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

resident achieve the highest possible quality of life.		
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Keep accurate and appropriate medical records.	Isolated	Minimal harm or potential for actual harm
Provide care in a way that keeps or builds each resident's dignity and self respect.	Isolated	Minimal harm or potential for actual harm
1) Review the work of each nurse aide every year; or 2) give regular training for the nurse aides.	Isolated	Minimal harm or potential for actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
1) Hire only people who have no legal history of abusing, neglecting or mistreating residents; or 2) report and investigate any acts or reports of	Isolated	Minimal harm or potential for actual harm

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

Complaint View

Based on Nursing Home Compare - Complaint Deficiency

abuse, neglect or mistreatment of residents.